ENCOMPASS | Accounts Receivable

Table of Contents

Issue Date: 11/14/2007

ENTAP Training

Course Description

This course will provide an understanding of how to establish and process Accounts Receivable transactions for the entire lifecycle of Open Items. Through real-life examples and hands-on activities, participants learn how to review and enter Open Items. The student will then perform the AR_Update process. Customer payments will be entered through both Regular and Express Deposits. After this Deposit has been balanced, the student will then change the Treasurer of State Approval flag to "Pending Approval". The student will then create and print two copies of the Report of Collections and then bring them to the Treasurer of State.

Course Objective

By the end of this course, participants will be able to:

- Review Open Items and Customer Accounts
- Create Open Items
- Run the AR Update Process
- Enter Customer Payments using Regular Deposits
- Enter Perfect Customer Payments Using Express Deposits
- Create the New Report of Collections
- Apply Customer Payments using a Payment Worksheet

Chapter 1 Receivables Overview

Objective

This lesson is designed to provide you with a high-level understanding of the key features of PeopleSoft Receivables and PeopleSoft integration points and an overview of PeopleSoft Receivables 8.9 terminology.

Chapter Objectives

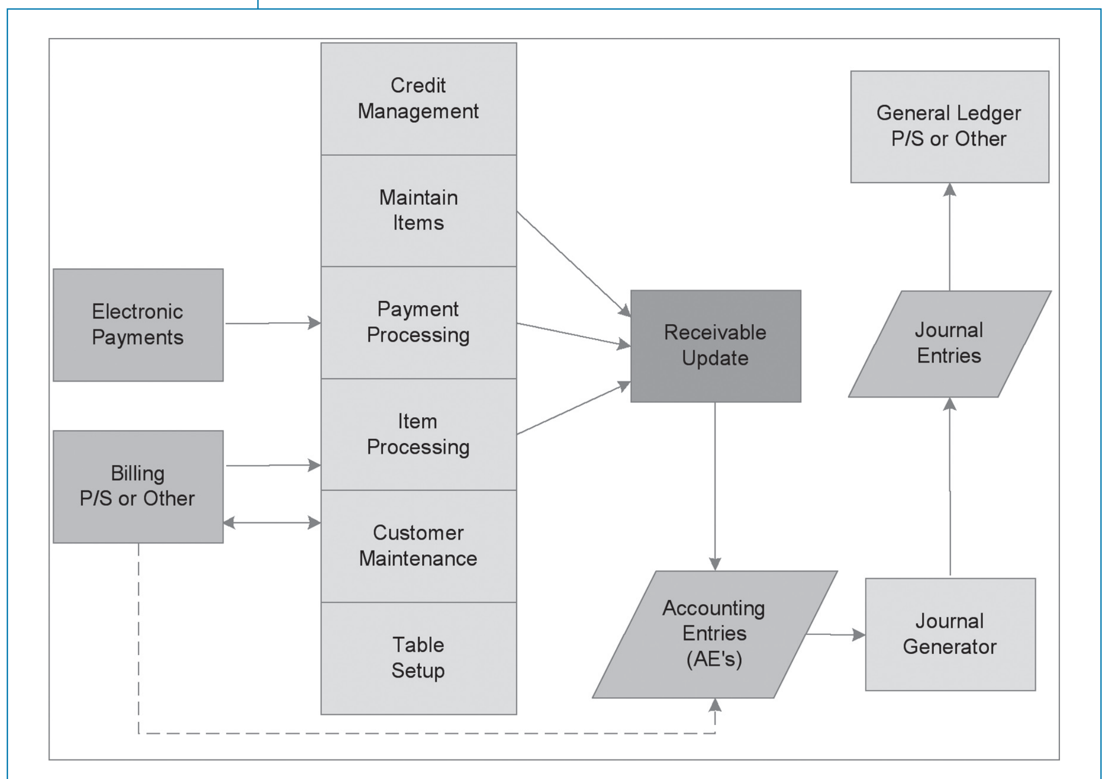
By the end of this lesson, you will be able to describe:

- The scope of PeopleSoft Receivables
- State of Indiana Process Flow Diagrams
- State of Indiana Rules

1.2

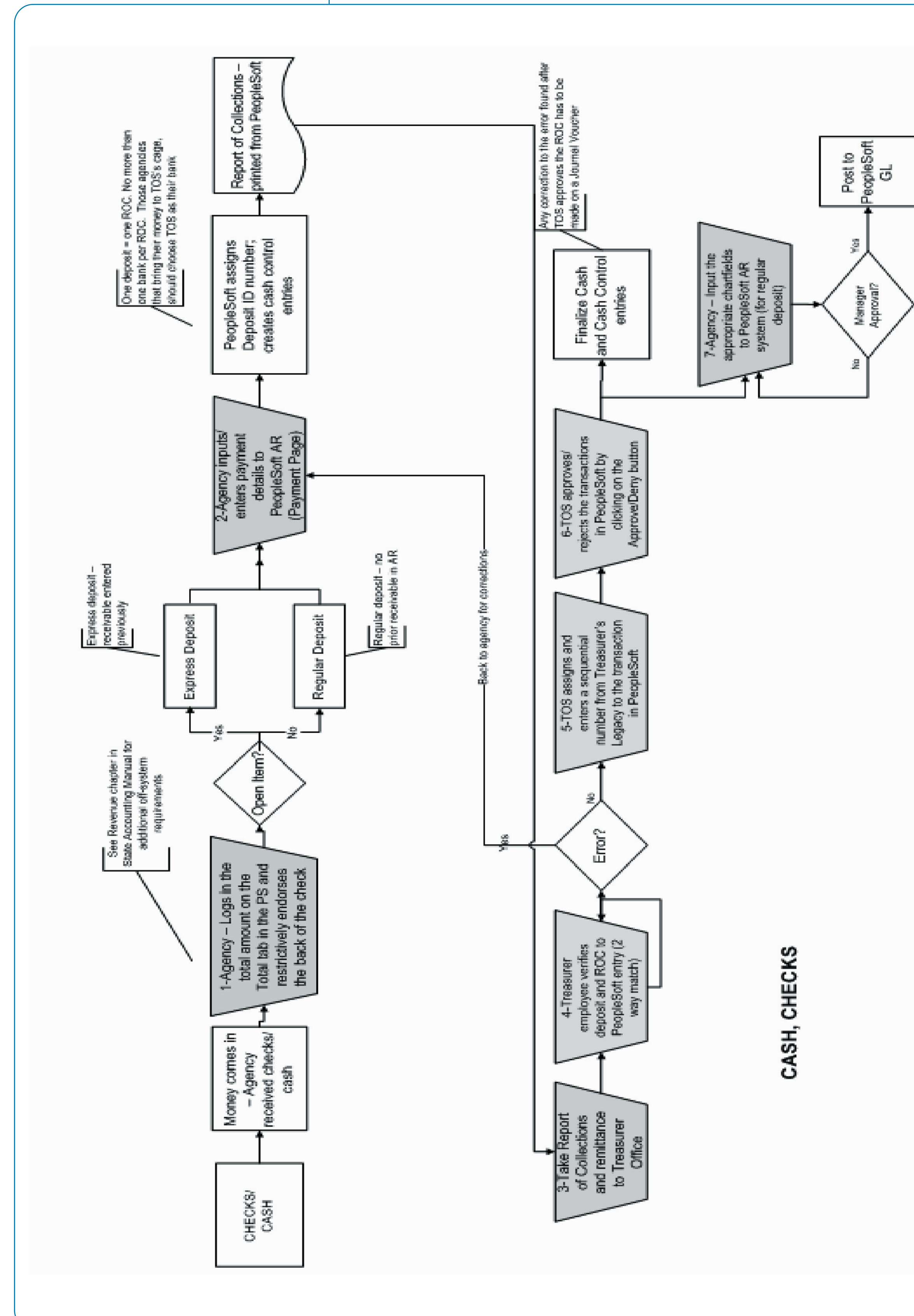
Describing the Scope of PeopleSoft Receivables

This diagram illustrates the big picture of PeopleSoft Receivables:



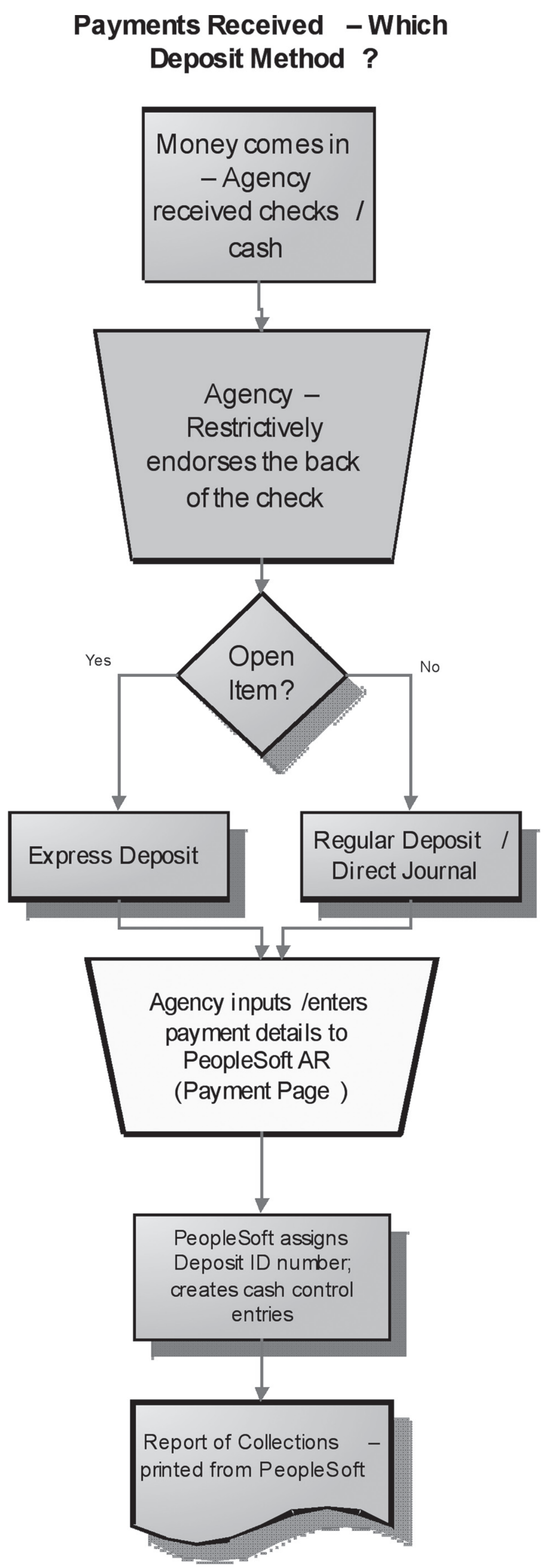
ARD01 PeopleSoft Receivables Big Picture

1.3



ARD02

1.4



ARD03

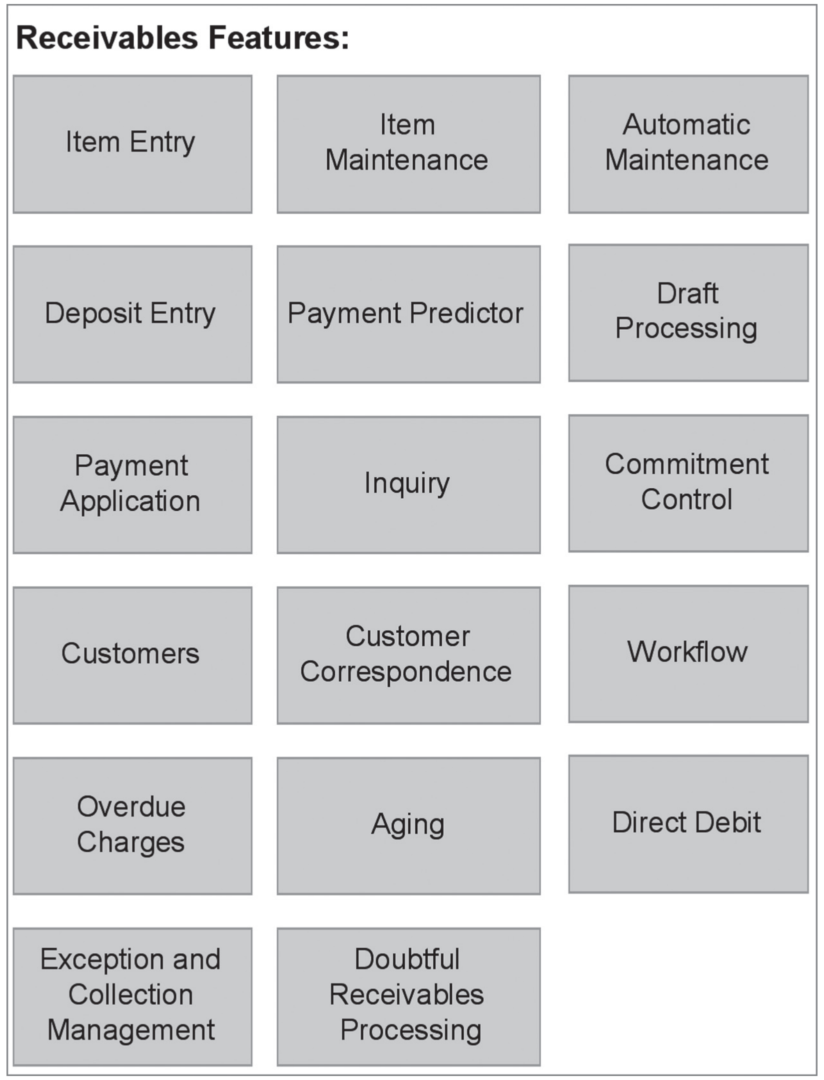
1.5

Steps for Receiving and Posting Payments

Step #	Action
1	Receive the Payments.
2	Open Envelopes and Separate Payments by Customer and Non-Customer (Direct Journal) *Direct Journal will be covered in the Report of Collections & Direct Journals Workshop*
3	Endorse all Checks.
4	Perform investigation of customer payments.
5	Separate Customer Payments into two sections: 1 Perfect Customer Payments – Express Deposit 2 Not Perfect Payments – Regular Deposit
6	Total the number of Payments and Dollar Amount of the Deposit. Calculator tapes may be necessary.
7	Record totals in Agency Cash Book.
8	Second Agency Person – Verify totals in Cash Book to Payments.
9	Sign-Off Cash Book.
10	Enter Control Totals for the Deposit (Regular / Express) into PeopleSoft (Agency #2).
11	Enter Payment Details.
12	Balance Deposit to Treasurer of State (TOS).
13	On the "Totals" page, change the Treasurer of State Approval status from "Open" to "Pending Approval".
14	Print **two** copies of the NEW Report of Collections and Submit to TOS: Attach the documents in the following order a . Adding machine tape b. Total tally of payments c. Payments d. Report of Collection
15	Submit this package to the Treasurer of State.
16	Treasurer of State receives payments and verifies payments are correct and will change the Treasurer of State Approval Status from "Pending Approval" to "Approved". TOS will return 1 ROC to the agency as their receipt.

ART01

This diagram displays the more common business functions supported by PeopleSoft Receivables:



ARD04 PeopleSoft Receivables features

Exclusively for use by the State of Indiana
Issue Date: 11/14/2007

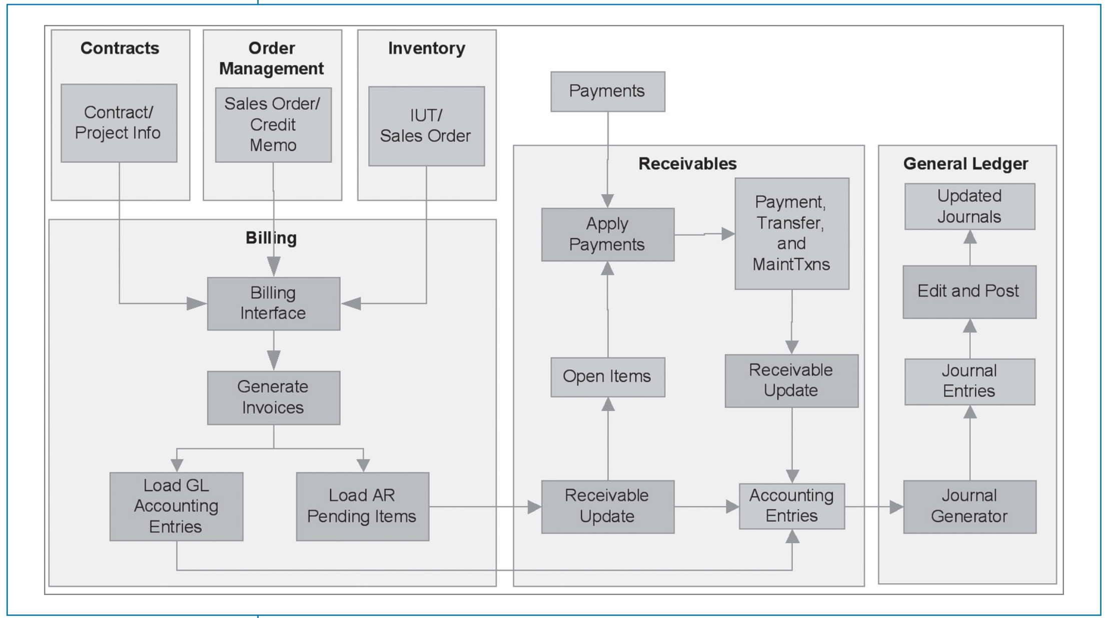
ENCOMPASS | Accounts Receivable

PeopleSoft Receivables is designed to support multiple item and payment processing functions. By incorporating these functions into a single database, PeopleSoft Receivables reduces the need to store redundant data and thereby reduces associated maintenance, reconciliation, and data integrity problems.

Although PeopleSoft Receivables is designed to store large quantities of data and to support many functions, you can control the amount of data that you work with by selecting only the information that you need.

Describing PeopleSoft Receivables Integration

This diagram shows PeopleSoft Receivables integration with PeopleSoft Billing and other PeopleSoft Applications:



ARD05 Receivables Integration with Billing and Other Applications

ENTAP Training

1.8

Chapter Review

In this lesson, you learned that:

- PeopleSoft Receivables is designed to support multiple item and payment processing functions.
- PeopleSoft Receivables reduces the need to store redundant data and thereby reduces associated maintenance, reconciliation, and data integrity problems.
- PeopleSoft Receivables is seamlessly coupled with other PeopleSoft financial and distribution applications.

Chapter 2 Entering Items

2.1

Overview

In PeopleSoft Receivables, item entry is defined as entering invoices. Pending items can enter the system in one of two ways: you can add them manually by entering them directly into the Receivables application, or you can load them from an external billing system – which can be PeopleSoft or not. After all of the items in your item group have been entered and are balanced against your control totals, the next step is to run the Receivable Update process (ARUPDATE), which is also known as posting. This updates customer balances and creates accounting entries automatically.

Objectives

By the end of this lesson, you will be able to:

- Identify details on pre-existing open items.
- Enter appropriate customer items online.
- Perform the Receivable Update process.
- Review customer information.
- Review item information

2.2

Identifying Online or External Open Items

You can enter pending items manually as online items, or you can receive them as external items from a billing program, such as PeopleSoft Billing.

External pending item entry primarily occurs systemically behind the scenes, while online pending item entry is manual in nature.

This table compares and contrasts the pages used for reviewing external pending items with the pages used for entering items online:

Online Pending Item Entry Feature	External Pending Item Entry Feature
Use **Online Pending Item Entry** to enter new pending item groups.	Use **External Pending Item Entry** to review and update pending item groups.
Enter your group control information such as group type, origin ID, and control totals on the Group Control page.	Review group control information populated by the external feed on the Group Control page.
Enter the basic identifying information regarding the item, payment terms, and any discounts associated with the item on the Pending Item 1 page.	Review the item information populated by the Load AR Pending Item process (BILDAR01) on the Pending Item 1 page.
Create Accounting Entries for the items on the Accounting Entry page, or allow the system to create them for you during the Receivable Update process.	The Load GL process in billing can create accounting Entries. These entries will come over with the item during the Load AR process. You can review the accounting entries on the Accounting Entries page.
Specify the action that you want the system to perform on a group of pending items on the Group Action page.	Specify the action that you want the system to perform on a group of pending items on the Group Action page.

ART02 Comparison of Online Pending Item Entry versus External Pending Item Entry

Pending items

Pending items can be entered either through manual entry, through the Load AR Pending Item process from PeopleSoft Billing, or they can be received from a third party billing system. In this lesson we will look at direct item entry and receiving items from PeopleSoft Billing, and we will briefly examine the differences between those two methods.

Whether you are entering items online, or receiving them into the application through the Load AR Pending Item process, the information needed is essentially the same. The main difference lies in how the item information populates the item entry pages.

2.3

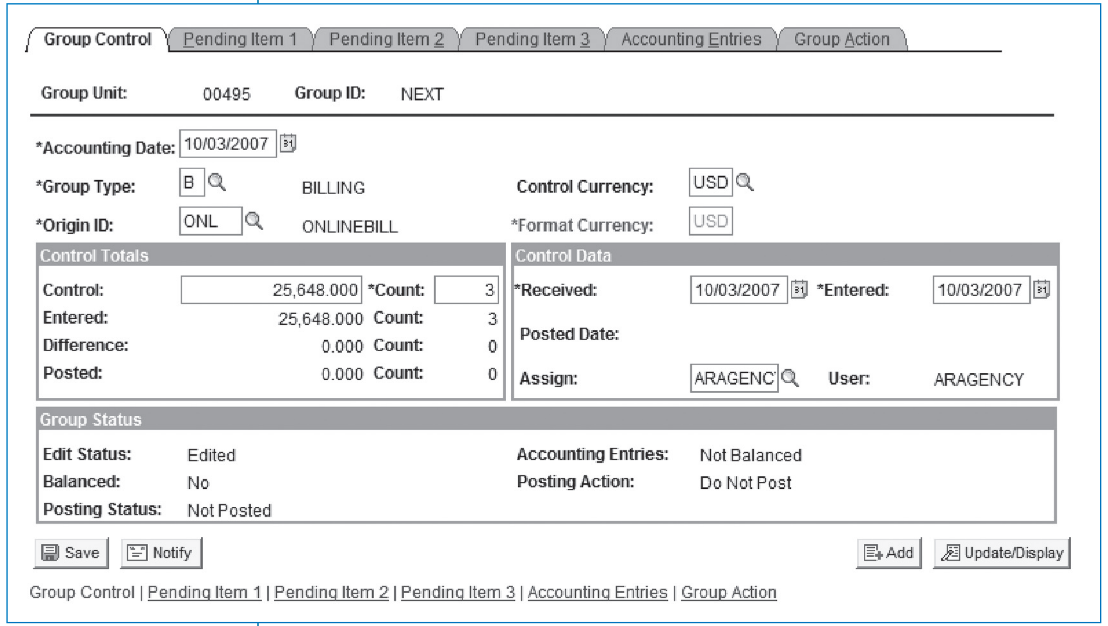
Entering Online Items

When you enter pending online items, you enter control information for the group and detailed information about each item.

How to Get There

Use this page to enter the number of items in your group and the total dollar amount of the items. You also identify the group type and origin of the items.

Navigation
Accounts Receivable >> Pending Items >> Online Items >> Group Entry



ARSC01 Group Control page

How to use group control page

When a group of items is processed using the online pending item entry method, the user will accept the system default of "NEXT" and the system will define a Group ID that stays with the group even after posting. It is useful to remember the Group ID so that you can check the status and view the progress. This is because the system processes pending items by groups and not as individual pending items.

The Pending Item 1 page is divided into three sections:

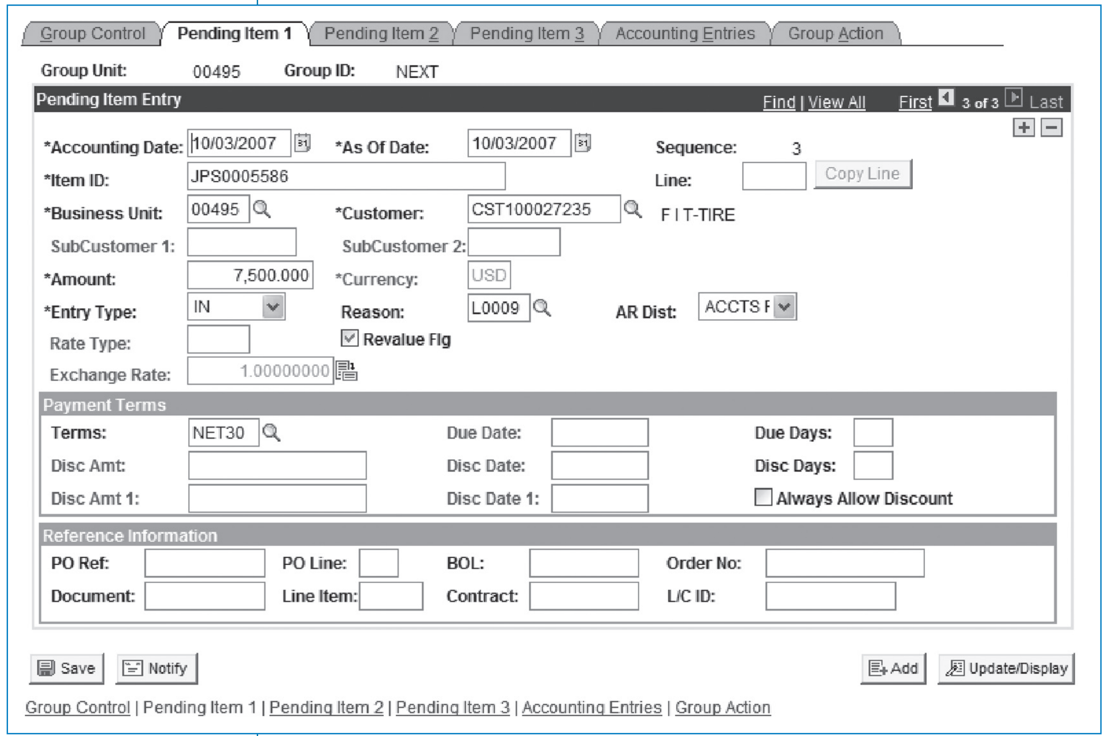
- Pending Item Entry: the first section contains the basic information regarding the item.
- Payment Terms: the second section contains the payment terms and discounts.
- Reference Information: the third section contains additional item identifiers.

How to Get There

Use this page to enter the descriptive information for each item:

Navigation

Accounts Receivable >> Pending Items >> Online Items >> Pending Item 1



ARSC02 Pending Item 1 page

Reference

The bottom section of the page enables you to enter or tie additional information to the item, including purchase order numbers, document or bill of lading identifiers to help keep track of the item and contract numbers or order numbers.

L/C ID is a letter of credit number. It works in the same manner as the other additional identifiers.

An error button appears if there are errors associated with the item.

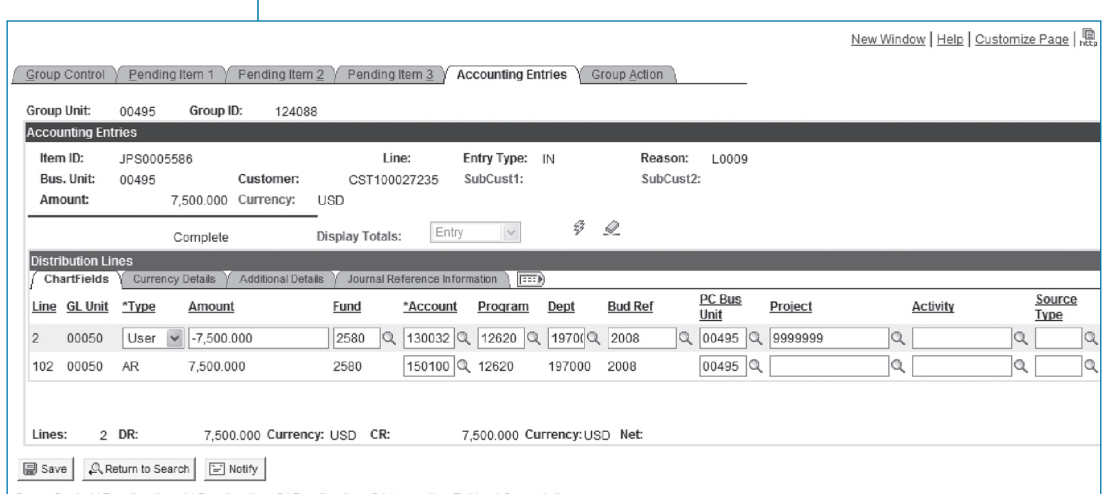
Pending Item Accounting Entries can be created automatically during background processing by the Receivable Update process. Accounting Entries can also be manually created by clicking on the Lightening Bolt button .

How to Get There

Use this page to create accounting entries online for each item in the group:

Navigation

Accounts Receivable >> Pending Items >> Online Items >> Accounting Entries



ARSC03 Accounting Entries page

Additional Items of Interest

Receivables functionality enables you to create accounting entries online or during background processing when Receivable Update runs. You can create accounting entries online to see what they look like, add lines or change the ChartFields, but if the customer does not want to do any of these things then they do not need to create them online—the entries will be created in BATCH by the ARUPDATE program. However, regardless of the method that you use, you must have a balanced accounting entry to post the item.

The Accounting Entries page's (ARSC03) functionality enables a user to view the entries before they are posted. To create the accounting entries, click the Lightning Bolt button (referred to as the Create button). After a few moments, the accounting entries appear at the bottom of the page, and the Accounting Entries field in the top portion of the page indicates Complete. Note that this action creates accounting entries one pending item at a time. The Group Action page allows users to perform this action for all items in the group. Create accounting entries for one or all of the items as long as the accounting entries are balanced so that the system allows posting.

2.8

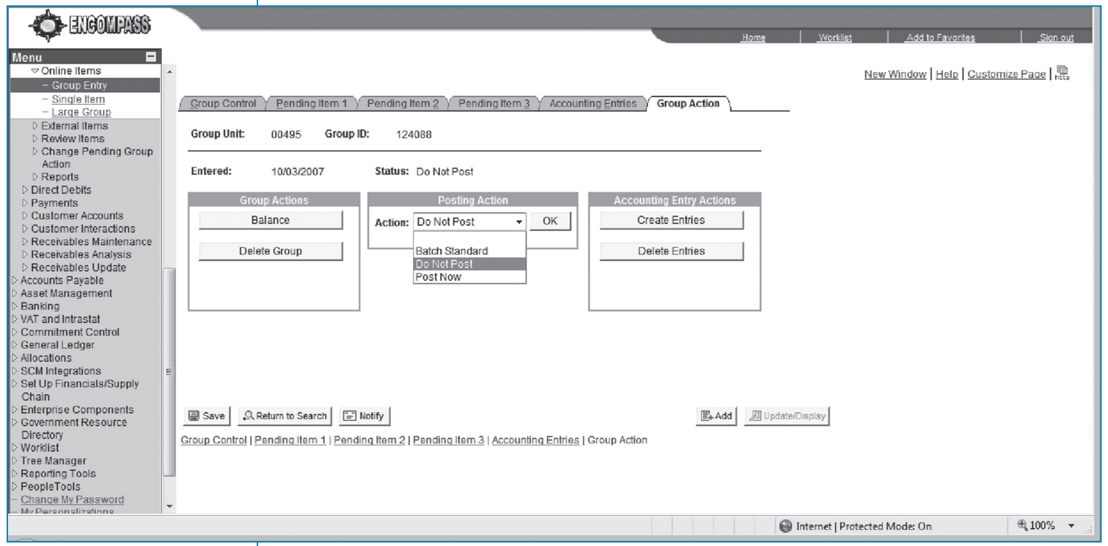
You can use the Group Action page to:

- Verify manually that your group is balanced
- Delete your item group
- Create or delete online accounting entries for the entire group
- Specify when the group should be posted

How to Get There

Use this page to specify the action that the system performs on a group of pending items, such as the posting the group or create or delete accounting entries:

Navigation
Accounts Receivable >> Pending Items >> Online Items >> Group Action



ARSC04 Group Action page

2.9

Group Actions

The last page in the component is the Group Action page.

Under the Group Actions box, balance or delete the group. The Balance functionality performs checks of the entries on the Group Control page and the online accounting entries and if any of the items are out of balance, a warning message appears.

Posting Action

The posting actions define when to run the Receivable Update process and whether to run additional PeopleSoft General Ledger processes. Running the Receivable Update process updates customer balances.

Preferences - Process Group page. The posting options are:

- Do Not Post - acts like a Save function and does not flag the group to be picked up by the Receivable Update process.
- Post Now - runs the Receivable Update process IMMEDIATELY.
- Batch Standard - runs the next time a standard scheduled batch job runs

Accounting Entry Actions

Accounting Entry Actions create accounting entries for the entire group or delete the accounting entries for the entire group.

Activity 1 | Entering Online Items

In this activity, you will review the activity overview and enter two groups of pending items. The students will substitute their initials wherever they see (XXX).

Note

This activity should take approximately 30 minutes.

Activity Overview

You have received a group of new open pending items today that must be entered into the PeopleSoft Receivables system. Use the group entry pages to enter your group. You are entering the items for the California Operations Group Unit. Let the system assign the Group ID's.

The first group of items uses the Billing Group Type and should be identified as Online Billing items. This group of items is all in U.S. Dollars. The table below lists the items and associated information:

Item ID	Customer/ Customer ID #	Amount (USD)	Entry Type	Entry
(XXX)1832	BASF Corp - CST100000023	1,250.00	ARI	CUST
(XXX)1833	AM General LLC - CST100000009	5,000.00	ARI	CUST
(XXX)1834	City of Hammond –CST100000082	2,200.00	ARI	CUST
(XXX)1835	Ewing Tire - CST100000067	850.00	ARI	GRANT
(XXX)1836	Novelis Corp - CST100000004	11,000.00	ARI	GRANT
(XXX)1837	Dana Corp CST100000051	5,600.00	ARI	GRANT

ART03

The second group of items uses the Billing Group Type and should be identified as Online Billing items. In order to provide good sample data for later aging activities in this class, the second group should be entered with accounting and transaction dates two months earlier than today. This group of items is all in U.S. Dollars. The table below lists the items and associated information:

Item ID	Customer/ Customer ID #	Amount (USD)	Entry Type	Reason
(XXX)1910	Eli Lilly & Co – CST100000062	1,800.00	ARI	CUST
(XXX)1911	Eli Lilly & Co – CST100000062	2,150.00	ARI	CUST
(XXX)1912	Eli Lilly & Co – CST100000062	5,000.00	ARI	CUST
(XXX)1913	Eli Lilly & Co – CST100000062	9,510.00	ARI	CUST
(XXX)1915	Eli Lilly & Co – CST100000062	500.00	ARI	CUST
(XXX)5672	Ferro Corp – CST100000069	7,825.00	ARI	GRANT
(XXX)5673	Ferro Corp – CST100000069	3,800.00	ARI	GRANT

ART04

Entering Groups of Online Pending Items

To enter the first group of online pending items:

1. Select Accounts Receivable, Pending Items, Online Items, Group Entry.

2. Select the Add a New Value tab, and enter the following information:

Page Element	Value or Status
Group Unit	00495
Group ID	NEXT – ***Remember*** – *NEVER change this!*

ART05

3 On the Group Control page, enter the following information:

Page Element	Value or Status
Accounting Date	Today's Date
Group Type	B
Origin ID	*ONL*
Control Currency	*USD*
Control	*25,900.00*
Count	*6*
Recieved	Today's Date
Entered	Today's Date

ART06

4 Enter the following item on the Pending Item 1 page (sequence 1):

Page Element	Value or Status
Item ID	(XXX)1832
Business Unit	00495
Customer	*CST100000023*
Amount	*1,250.00*
Entry Type	*ARI*
Reason	*CUST*

ART07

5 Add a new row and enter the next item on the Pending Item 1 page (sequence 2):

Page Element	Value or Status
Item ID	(XXX)1833
Business Unit	00495
Customer	*CST100000009*
Amount	*5,000.00*
Entry Type	*ARI*
Reason	*CUST*

ART08

6 Add a new row and enter the next item on the Pending Item 1 page (sequence 3):

Page Element	Value or Status
Item ID	(XXX)1834
Business Unit	00495
Customer	*CST100000082*
Amount	*2,200.00*
Entry Type	*ARI*
Reason	*CUST*

ART09

7 Add a new row and enter the next item on the Pending Item 1 page (sequence 4):

Page Element	Value or Status
Item ID	(XXX)1835
Business Unit	00495
Customer	*CST100000067*
Amount	*850.00*
Entry Type	*ARI*
Reason	*GRANT*

ART10

8 Add a new row and enter the next item on the Pending Item 1 page (sequence 5):

Page Element	Value or Status
Item ID	(XXX)1836
Business Unit	00495
Customer	*CST100000004*
Amount	*11,000.00*
Entry Type	*ARI*
Reason	*GRANT*

ART11

9 Add a new row and enter the next item on the Pending Item 1 page (sequence 6):

Page Element	Value or Status
Item ID	(XXX)1837
Business Unit	00495
Customer	*CST100000051*
Amount	*5,600.00*
Entry Type	*ARI*
Reason	*GRANT*

ART12

10 Verify that all six items are entered and then access the Group Action page.

11 Select the posting action *Batch Standard* and click OK.

12 Note the Group ID assigned by the system: ____________

This concludes the first part of the activity. Kindly wait until your instructor indicates you should continue.

Entering a Second Group of Online Pending Items

In the second part of this activity you will enter a group of pending items for your new customer, Global Office Supplies. You will use the Group Entry pages to enter this group.

To enter a second group of pending items:

1 Access the Group Entry page.

2 Select the Add a new Value tab, and enter the following information:

Page Element	Value or Status
Group Unit	00495
Group ID	NEXT

ART13

3 On the Group Control page, enter the following information:

Page Element	Value or Status
Accounting Date	Two months before today's date
Group Type	B
Origin ID	*ONL*
Control Currency	*USD*
Control	*30,585.39*
Count	*7*
Received	Two months before today's date
Entered	Two months before today's date

ART14

4 On the Pending Item 1 page, enter the following item (sequence 1):

Page Element	Value or Status
Item ID	(XXX)1910
Business Unit	00495
Customer	*CST100000062*
Amount	*1,800.00*
Entry Type	*ARI*
Reason	*CUST*

ART15

5 Add a new row and enter the following item (sequence 2):

Page Element	Value or Status
Item ID	(XXX)1911
Business Unit	00495
Customer	*CST100000062*
Amount	*2,150.00*
Entry Type	*ARI*
Reason	*CUST*

ART16

6 Add a new row and enter the following item (sequence 3):

Page Element	Value or Status
Item ID	(XXX)1912
Business Unit	00495
Customer	*CST100000062*
Amount	*5,000.00*
Entry Type	*ARI*
Reason	*CUST*

ART17

7 Add a new row and enter the following item (sequence 4):

Page Element	Value or Status
Item ID	(XXX)1913
Business Unit	00495
Customer	*CST100000062*
Amount	*9,510.00*
Entry Type	*ARI*
Reason	*CUST*

ART18

8 Add a new row and enter the following item (sequence 5):

Page Element	Value or Status
Item ID	(XXX)1915
Business Unit	00495
Customer	*CST100000062*
Amount	*500.00*
Entry Type	*ARI*
Reason	*CUST*

ART19

9 Add a new row and enter the following item (sequence 6):

Page Element	Value or Status
Item ID	(XXX)5672
Business Unit	00495
Customer	*CST100000069*
Amount	*7,825.39*
Entry Type	*ARI*
Reason	*GRANT*

ART20

10 Add a new row and enter the following item (sequence 7):

Page Element	Value or Status
Item ID	(XXX)5673
Business Unit	00495
Customer	*CST100000069*
Amount	*3,800.00*
Entry Type	*ARI*
Terms	*GRANT*

ART21

11 Verify that all seven items are entered and then access the Group Action page.

12 Select the posting action *Batch Standard* and click OK.

13 Note the Group ID assigned by the system: ____________

This concludes the activity.

Do not continue.

Entering External Pending Items

For most users, pending items enter the system through an interface from a billing program.

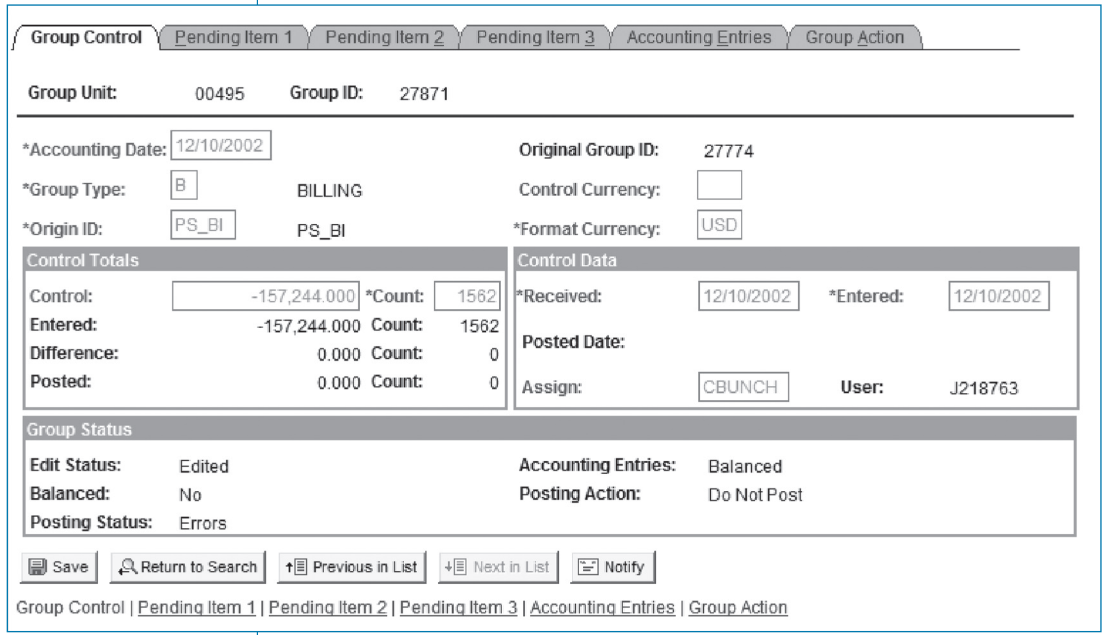
When you enter pending items through a billing interface, the system edits external groups so that errors are discovered during posting instead of during pending item entry.

How to Get There

Use this page to review or edit pending item groups that have been received from an external billing source:

Navigation

Accounts Receivable >> Pending Items >> External Items >> Group Control



ARSC05 Group Control Page

Whether items are processed online or received from an external source, the pages that are used are essentially the same. External Pending Item processing for the most part occurs behind the scenes. The Load AR process must be run to move the billing activity into PeopleSoft Receivables. At this point you can use the External Pending Item Entry page to view and modify the items online within Receivables. This information is not updated in the source system, so any editing done in Receivables does not update Billing. After you are satisfied with the information you must post the transaction to the customer accounts by running Receivable Update.

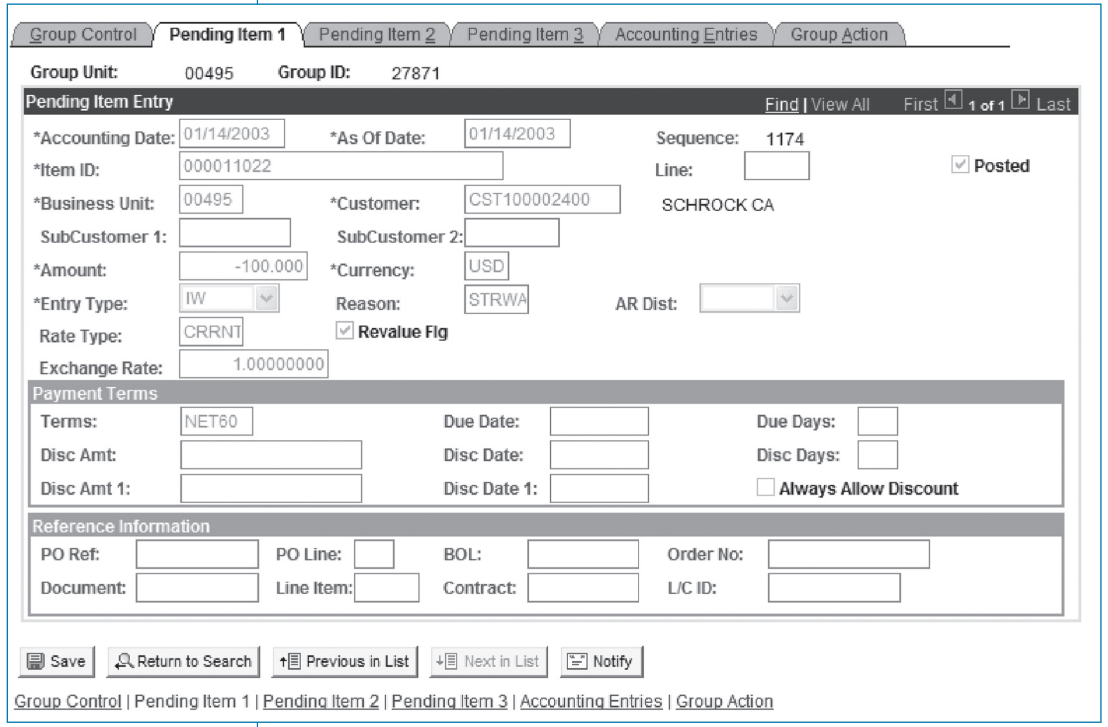
The Pending Item 1 page for External Item Entry looks the same as the page you used for Online Pending Item entry. The difference is the specific item information as populated by the Load AR pending Item process.

If you want to further define the item with any additional information, you can do so here.

How to Get There

Use this page to view and edit specific information regarding each external item:

Navigation
Accounts Receivable >> Pending Items >> External Items >> Pending Item 1



ARSC06 Pending Item 1 page

2.22

Use the Accounting Entries page to create accounting entries for each individual external item.

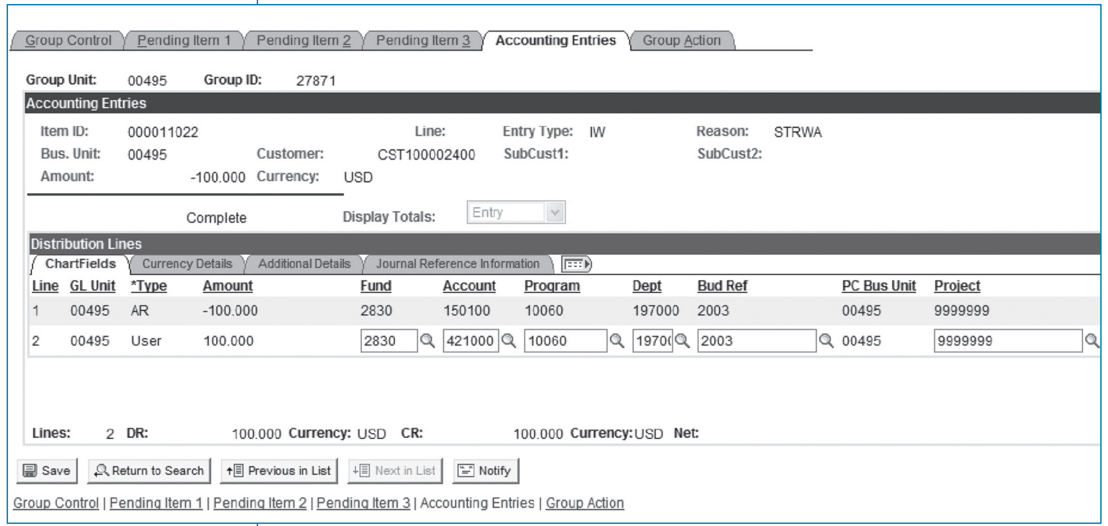
You can create the entries when the Receivable Update process is run or have PeopleSoft Billing create them.

If PeopleSoft Billing creates the accounting entries, you can view that information here.

How to Get There

Use the following navigation path to access this page:

Navigation
Accounts Receivable >> Pending Items >> External Items >> Accounting Entries



ARSC07 Accounting Entries page

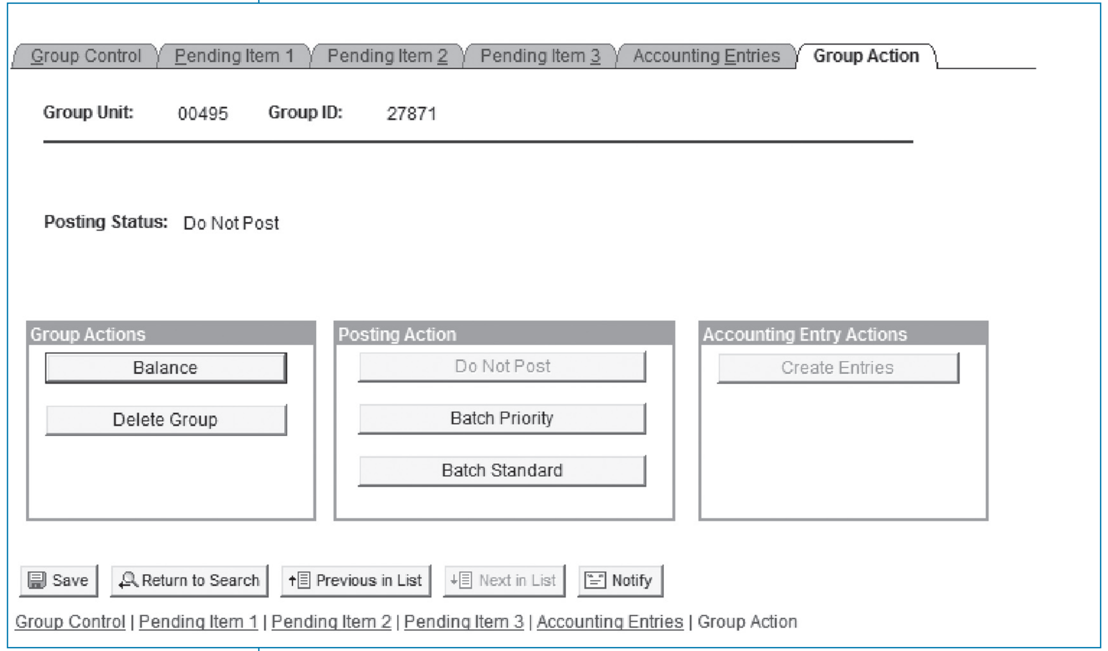
2.23

After you review the item information and are ready to run the Receivable Update process to update customer balances, you can select the appropriate posting action on the Group Action page for your external pending item group.

How to Get There

Use this page to specify the action that the system performs on your pending items:

Navigation
Accounts Receivable >> Pending Items >> External Items >> Group Action



ARSC08 Group Action page

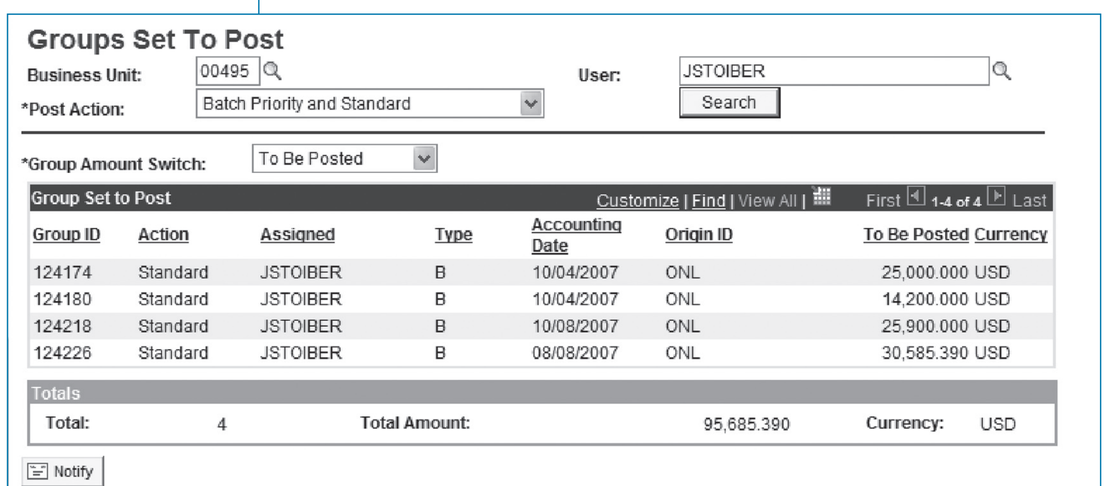
Use the Groups Set to Post page to view the item groups that are ready to be processed by the Receivable Update process.

Groups of pending items that are not yet posted but are set to post as Batch Priority or Batch Standard are no longer visible on the Pending Item Entry or Worksheet pages.

How to Get There

Use this page to view groups that are set to post and that will post during the next scheduled run of the Receivable Update process:

Navigation
Accounts Receivable >> Pending Items >> Review Items >> Group Set to Post



ARSC09 Group Set to Post page

Performing the Receivable Update Process

Receivable Update (ARUPDATE) is the posting process in PeopleSoft Receivables.

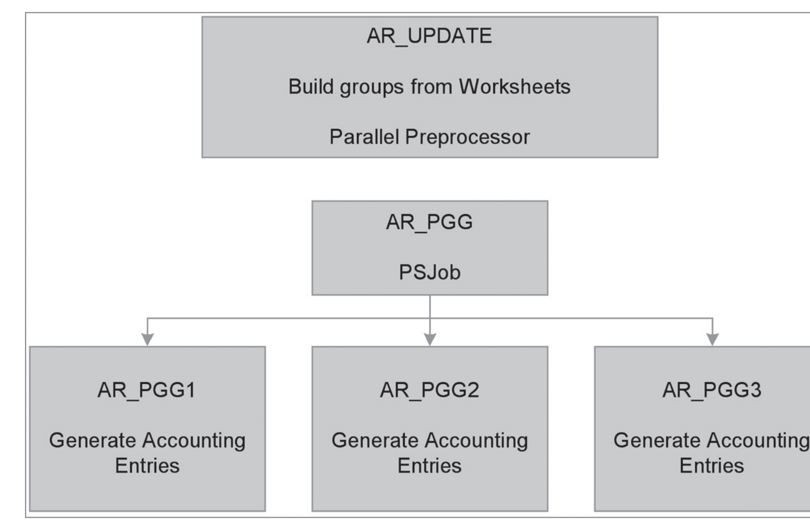
Receivable Update is used throughout the system for:

- Pending item posting
- Payment processing
- Item maintenance activities (such as write offs and so on)

This process is used to update customer balances and create appropriate accounting entries.

Performing the Receivable Update Process Diagram

This diagram illustrates the first part of the Receivable Update process with three partitions:



ARSD06 Receivable Update parallel processes (1 of 2)

PeopleSoft Receivables enables you to break the Receivable Update process into multiple pieces (partitions) to be processed in parallel, achieving higher performance. You initiate the parallel processes by using a single run control and the process will automatically divide the work between the number of partitions that you specified in your setup.

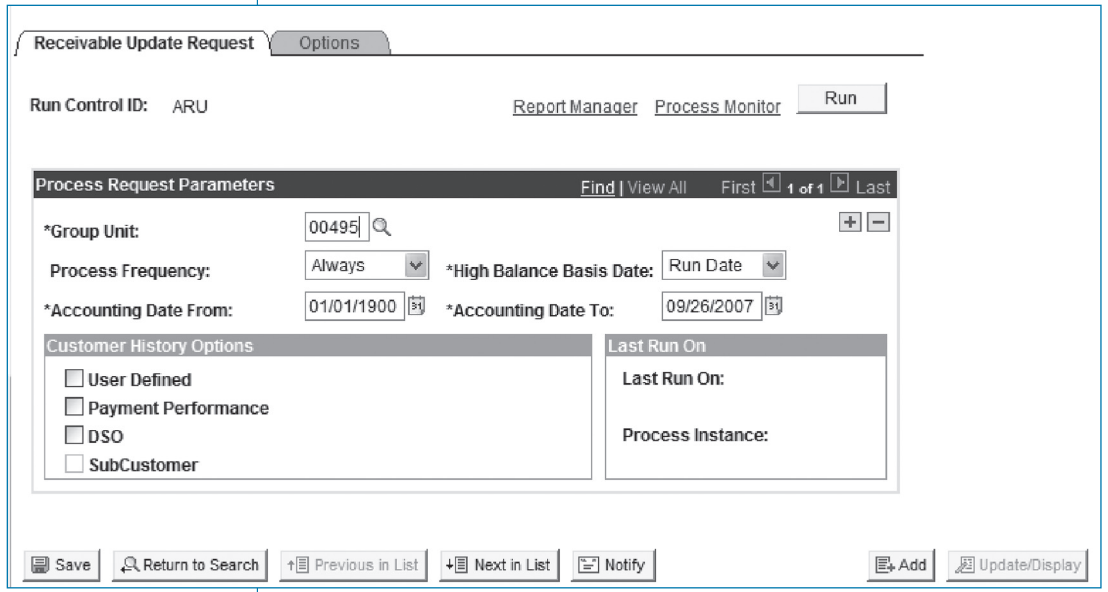
Key page elements of the Receivable Update Request page include:

Report Manager	Accesses the Report List page where you can view report content, check the status of a report and see content detail messages (which show a description of the report and the distribution list).
Process Monitor	Accesses the Process List page where you can view the status of submitted process requests.
Run Accesses	the Process Scheduler Request page where you can specify where a process or job runs and the process output format.

How to Get There

Use this page to enter the required parameters for the Receivable Update process to post your pending items:

Navigation
Accounts Receivable >> Receivables Update >> Request Receivable Update



ARSC10 Receivable Update Request page

Customer History Options: The State of Indiana is currently NOT using this functionality.

Activity 2 | Running the Receivable Update Process

In this activity, you will review the activity overview and:

1. Create a new Run Control ID.
2. Verify your results.

Activity Overview

We are now ready to run the Receivable Update process for the items entered earlier in the lesson. We will re-use the Run Control ID called POSTING, then run Receivable Update for Group Unit 00495. We will use the Process Monitor to verify that the Receivable Update has completed, and then navigate to the Group Status page to verify that the posting status is *Complete* for the three groups of items entered earlier in this lesson.

Creating New Run Control IDs

To create new run control IDs:

1. Select Accounts Receivable, Receivables Update, Request Receivables Update.
2. Select the Add a New Value tab.
3. Enter a new Run Control ID called POSTING.

Running the Receivable Update Process

To run the Receivable Update process:

1. On the Receivable Update Request page, enter the following parameters:

Page Element	Value or Status
Group Unit	00495
Process Frequency	Always
Accounting Date From	*January 1, 2000*
Amounting Date To	*End of This Month*

ART22

2 Click the Run button.

3 Enter the following information on the Process Scheduler page:

Page Element	Value or Status
Server Name	Accept Defaults
PS/AR Receivable Update	Select

ART23

4 Click the OK button.

Verifying Your Results

To verify your results:

1 To check your posting status and verify that your accounting entries have been created, click the Process Monitor link and verify that your process has a status of *Success*.

2 Click the Refresh button at the top of the page to check the status of the process.

3 Select Accounts Receivable, Pending Items, Review Items, Group Status.

4 Enter the following information:

Page Element	Value or Status
Group Option	All Item Groups
Group Unit	00495
Group ID	ID from Item Entry Activities

ART24

5 Click the Search icon.

Verify that your Posting Status is *Complete*, and your Accounting Entries have been created.

6 Repeat steps 4 and 5 for the second Group ID created in Online Item activity.

This concludes the activity. Do not continue.

Reviewing Customer Information

The Account Overview component offers a central location where you can research customer information.

The Account Overview - Balances page provides both high-level and detailed information.

The high-level information includes most recent activity for the customer, credit limit, balance, past due amount and more.

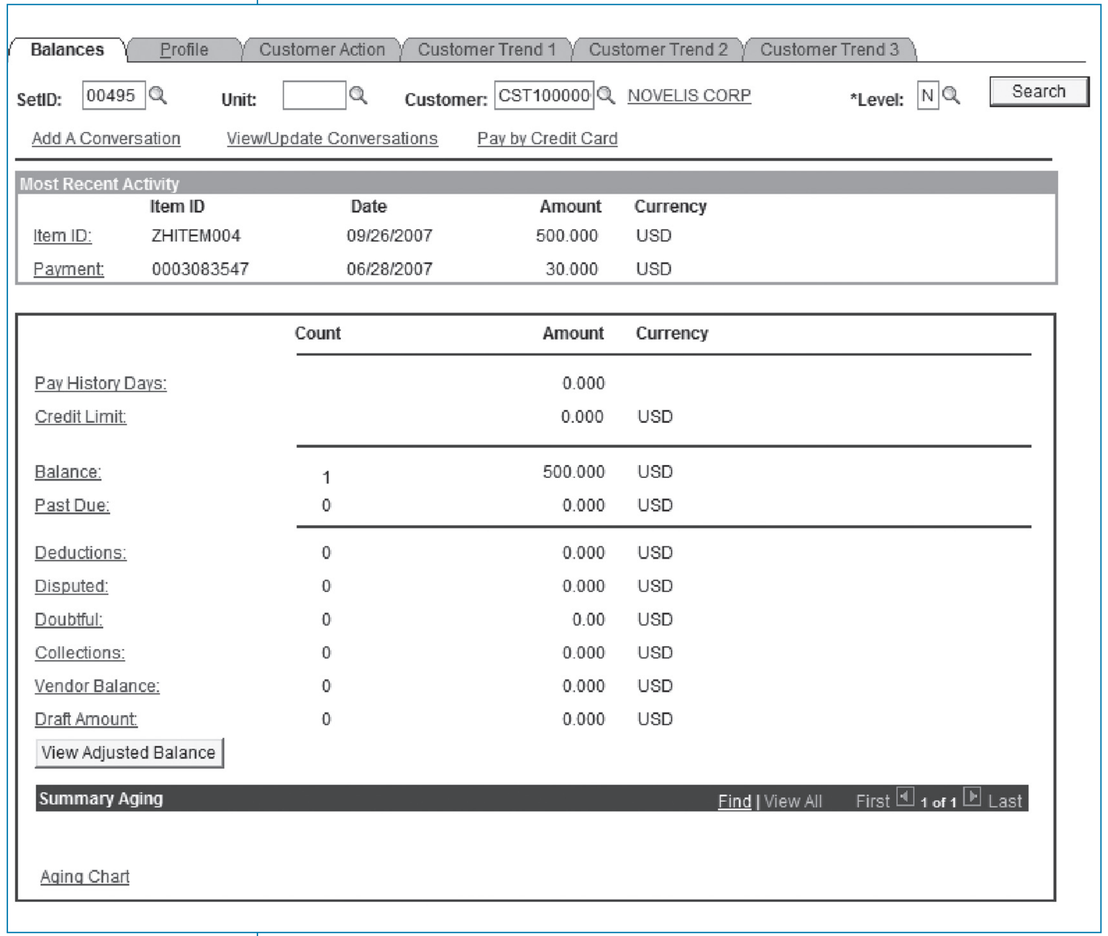
The Account Overview component is the "nerve center" of customer inquiry due to the volume, access, and detail level of information that it offers. Navigate through this component at a very high level because these pages are critical to the collections effort, which is covered later in the course.

How to Get There

Use this page to provide an overall view of the customer's receivable data. You can view the information provided here at a high level or you can use the associated links to review the details of the information:

Navigation

Accounts Receivable >> Customer Accounts >> Customer Information >> Account Overview



ARSC11 Account Overview – Balance page

The Account Overview - Profile page summarizes important information for the customer, such as:

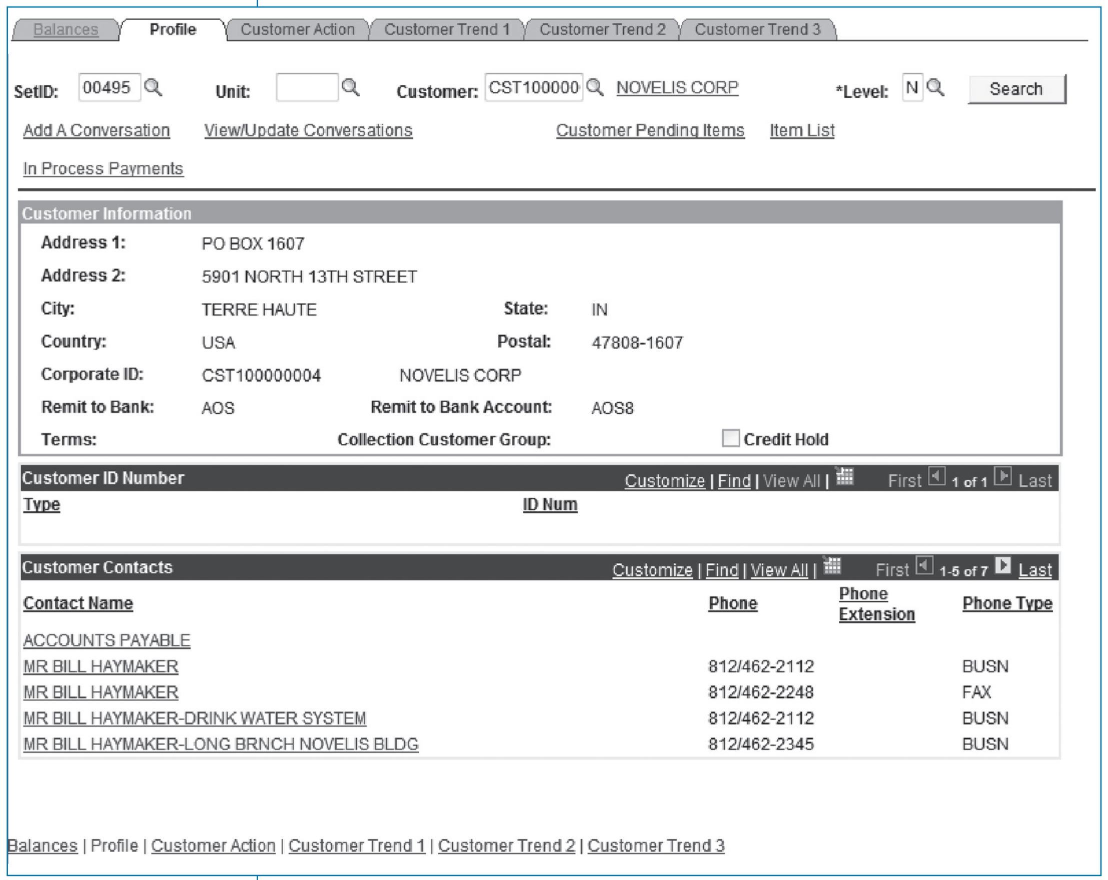
- The customer’s contacts and ID numbers.

How to Get There

Use this page to view customer profile information and use links to view in-process payments and outstanding items:

Navigation

Accounts Receivable >> Customer Accounts >> Customer Information >> Account Overview >> Profile



ARSC12 Account Overview – Profile page

The Account Overview - Customer Trend pages enable you to review a customer’s historical statistics based on the history IDs that you specified on the Receivables Options - Customer Trend Options page.

The Customer Trend 1 and Customer Trend 2 pages display up to three historical statistics for history IDs that track amounts by period (for example, high balance amount).

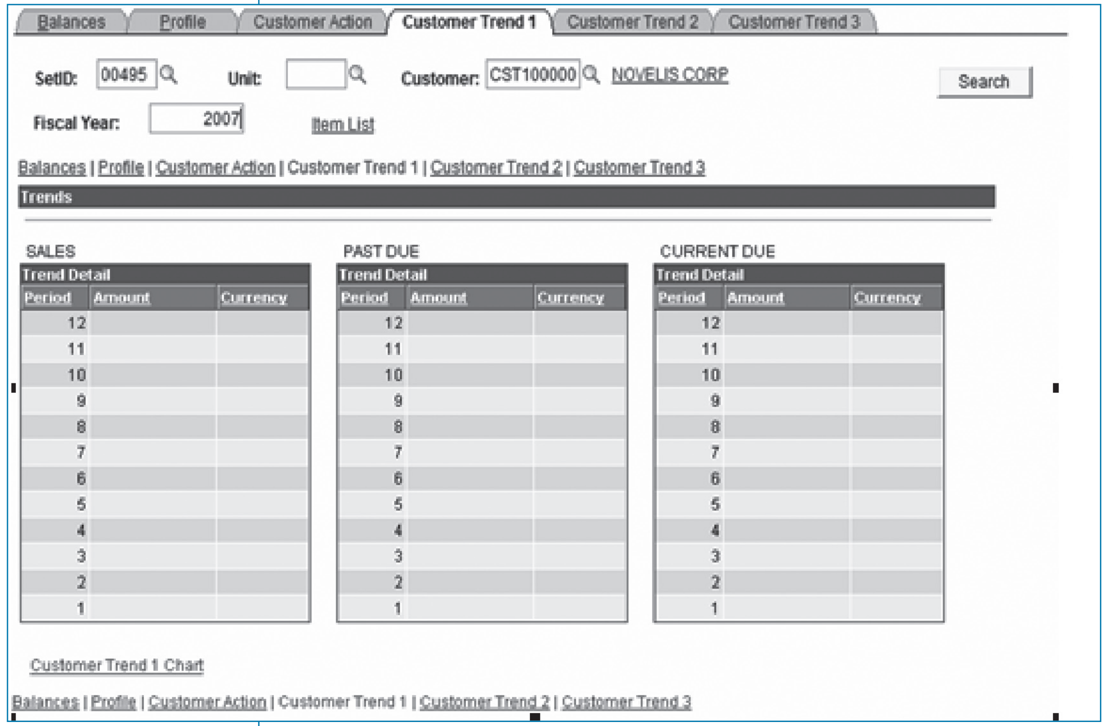
The Customer Trend 3 page displays up to six history statistics for history IDs that track the number of days by period (for example, average days late).

How to Get There

Use this page to view review a customer’s historical statistics:

Navigation

Accounts Receivable >> Customer Accounts >> Customer Information >> Account Overview >> Customer Trend 1



ARSC13 Account Overview – Customer Trend 1 page

Reviewing Item Information

Use the Item Maintenance component to review:

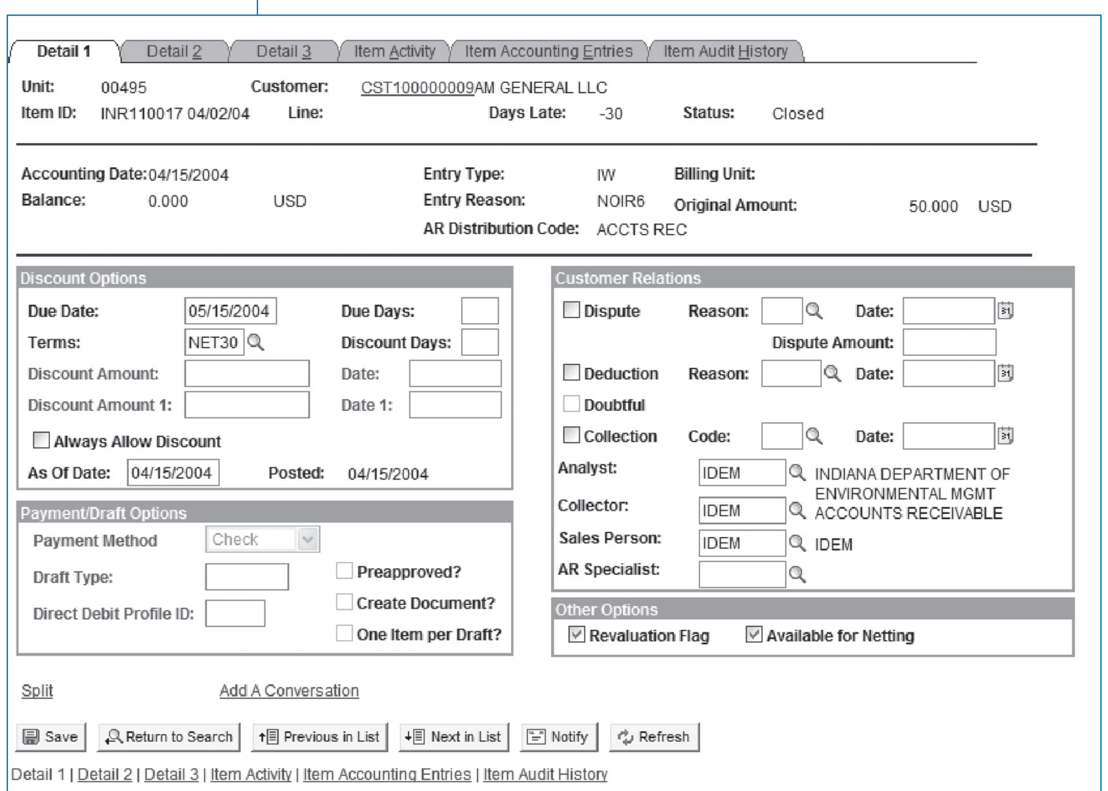
- Accounting entries for the items that you entered.
- Additional detailed information regarding the customer on a per-item basis.

How to Get There

Use this page to change discount, payment and draft options for an item:

Navigation

Accounts Receivable >> Customer Accounts >> Item Information >> View/Update Item Details >> Detail 1



ARSC14 Detail 1 page

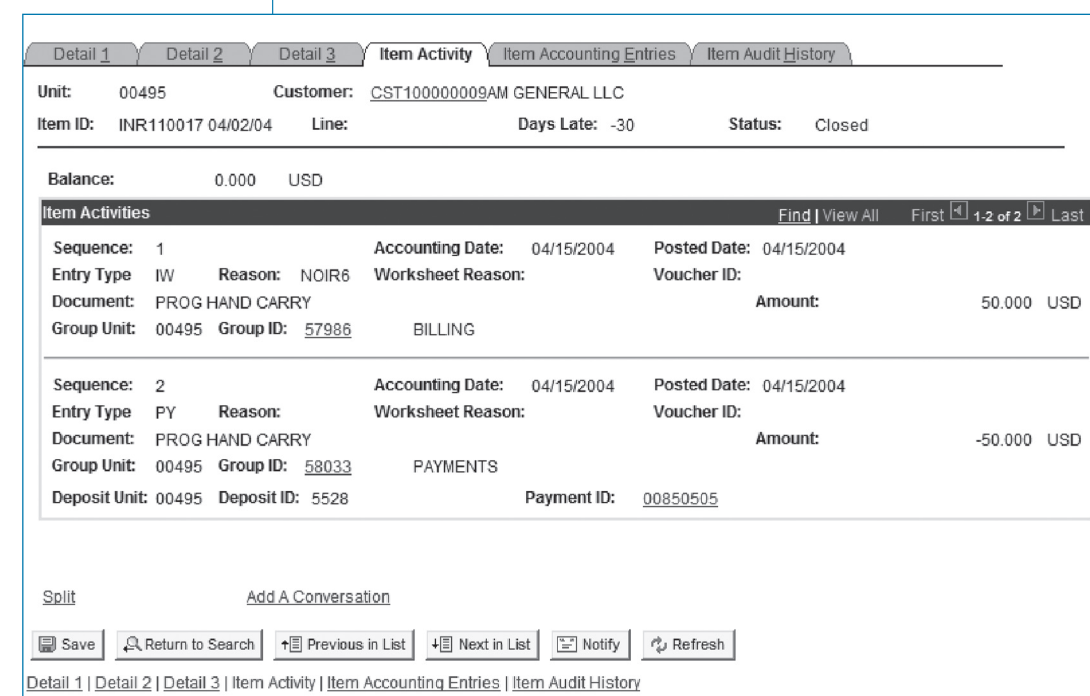
Each time that you perform an action on an item—such as transferring it to another customer, applying a payment, or un-posting it—the Receivable Update process updates the Item Activity table.

How to Get There

Use this page to view all activity that has occurred against an item:

Navigation

Accounts Receivable >> Customer Accounts >> Item Information >> View/Update Item Details >> Item Activity



ARSC15 Item Activity page

This page displays the balance, entry type reason, and group ID for the item, so this page is a good resource tool to use during item research.

For the class item, you see only the initial item entry activity because the class has not performed any subsequent processing against the item at this point.

Chapter Review

In this lesson, you learned that:

- Whether you are entering items online or receiving them into the application through the Load AR Pending Item process, the information needed is essentially the same.
- The origin ID for items that are received through the External Item Entry process shows either ONL or PS_BI.
- The Receivable Update process accomplishes two tasks: Updates customer balances and creates accounting entries.
- The Account Overview component offers a central location where you can research customer information.
- The Item Information page group enables you to review the accounting entries that were created for your items when you ran the Receivable Update process.

ENCOMPASS | Accounts Receivable

Exclusively for use by the State of Indiana
Issue Date: 11/14/2007
ENTAP Training

Chapter 3 Entering Customer Payments

3.1

Chapter Overview

In this chapter, the student will focus on entering customer payments into PeopleSoft in accordance with the guidelines set forward by the Auditor of State. A decision template along with a series of steps necessary complete the NEW Report of Collections report. Non-customer payments will be discussed in the Report of Collections and Direct Journals Workshop.

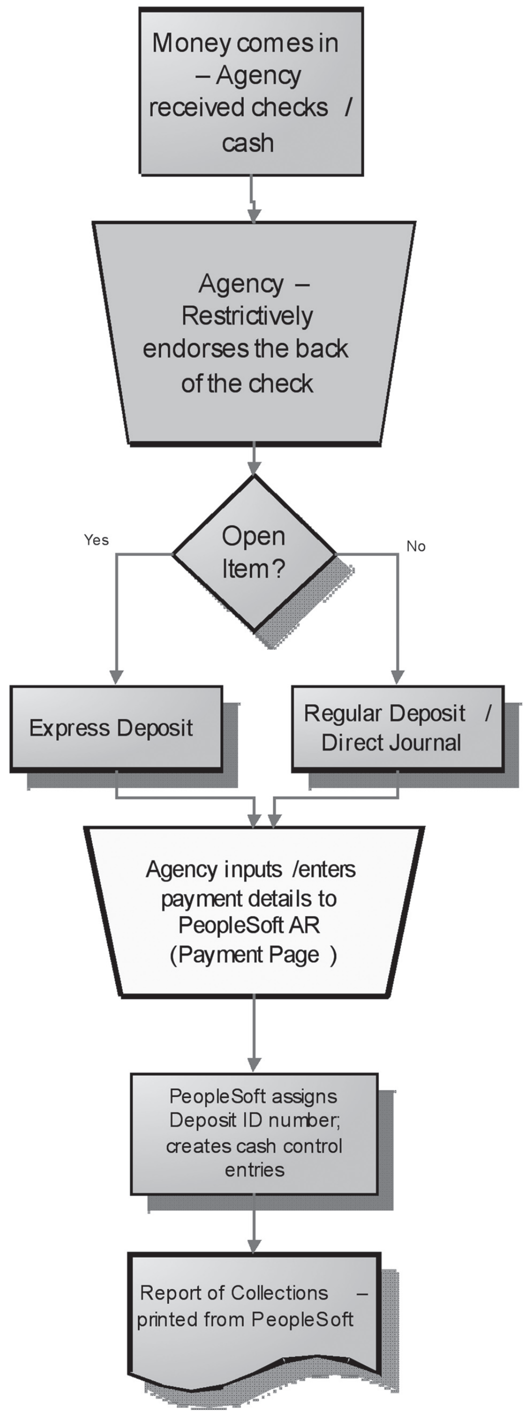
Chapter Objectives

By the end of this lesson, you will be able to:

- Describe payment methods.
- Enter regular deposits.
- Enter express deposits.
- Set Treasurer of State Approval status to Pending Approval.
- Create NEW Report of Collections report.
- Correct errors in deposits.

3.2

Payments Received – Which Deposit Method ?



ARD3

ENCOMPASS | Accounts Receivable

Steps for Receiving and Posting Payments

3.3

Step#	Action
1	Receive the payments
2	If necessary - endorse all payment(s)
3	Open envelopes and separate payments by customer and non-customer (Direct Journal) Direct Journal will be covered in the Report of Collections & Direct Journals Workshop
4	Perform investigation of customer payments
5	Separate Customer Payments into two sections 1) Perfect Payments – Express Deposit 2) Not Perfect Payments – Regular Deposit
6	Total the number of payments and dollar amount of the deposit. Calculator may be necessary.
7	Record totals in Agency Cash Book.
8	Second Agency Person – Verify totals in Cash Book to Payments.
9	Sign-Off Cash Book.
10	Enter Control Totals into Deposit (Regular / Express).
11	Enter payment details.
12	Balance deposit.
13	On the "Totals" page, change the Treasurer of State Approval status from "Open" to "Pending Approval"
14	Print two copies of the NEW Report of Collections 1) Copy 1 – Retain for internal records 2) Copy 2 – Attach the documents in the following order a. Total tally of payments b. Payments c. Report of Collection
15	Submit this package to the Treasurer of State.
16	Treasurer of State receives payments and will change the Treasurer of State Approval Status from "Pending Approval" to "Approved".

ART25

Exclusively for use by the State of Indiana
Issue Date: 11/14/2007

ENTAP Training

3.4

Describing Payment Methods

There are two primary methods of payment entry within PeopleSoft Receivables:

Depending on your business, you may use a single method or any combination of methods. The payment entry method you use does not limit your cash application options.

Regular Deposit	This is the stand method for online payment entry.
Express Deposit (Perfect Customer Payment)	This method combines online payment entry and the payment application in a single step

.

There are three basic steps that need to be completed to enter a payment:

1. Enter the payment information.
2. Apply the payment.
3. Post the payment.

Exclusively for use by the State of Indiana
Issue Date: 11/14/2007

ENCOMPASS | Accounts Receivable

State of Indiana Law

7.1.1 Daily Deposit Law

Indiana Code (IC) 5 13 6 1, Sec. 1(b) states in part: "all public funds collected by state officers . . . shall be deposited with the treasurer of state, or an approved depository selected by the treasurer of state, not later than the business day following the receipt of the funds.

7.1.2 Cash Book

IC 5-13-5-1, Sec. 1 states: Every public officer who receives or distributes public funds shall: (1) keep a cashbook into which the public officer shall enter daily, by item, all receipts of public funds; and (2) balance the cashbook daily to show funds on hand at the close of each day. (b) The cashbook is a public record and is open to public inspection in accordance with IC 5-14-3.

7.3.1 ENCOMPASS Roles

Separation of duties is critical to internal control for receipt, recording, and deposit of collections in any form. Care must be taken to assure that all monies received are deposited timely and in full and amounts recorded accurately. ENCOMPASS roles designed to provide this assurance are shown in flow charts at the end of this chapter. Those with workflow approvals are responsible for certifying the accuracy of all information on the document they are approving.

7.3.2 Basic internal control procedures for handling of receipts

- Checks should be restrictively endorsed with an endorsement stamp, immediately upon receipt. This would occur upon opening the mail or otherwise receiving the instrument.
- Considering the materiality of collections and the size of the agency, a complete listing of collections received should be made by a person independent of the duties of processing the receipts or making deposits.
- All receipts, licenses or other accountable items must be pre-numbered or sequentially numbered by computer when issued. Documents should be used in sequential order. If the volume warrants, a separate numeric series should be used for different revenue sources.

3.5

ENTAP Training

3.6

- Receipts should be issued and recorded at the time of the transaction; for example, when cash or a check is received, a receipt is to be immediately prepared and given to the person making payment. Licenses, permits, etc., should be issued timely.
- Licenses, permits, goods for sale, invoices, etc., are considered accountable items for which a corresponding deposit must be made. There is no authority for an agency to maintain an over and short fund.
- Collections must be deposited intact. Deposits are to be made within the next business day in compliance with IC 5 13 6 1.
- Safeguard the collections through locked drawers, cabinets or safes, particularly during breaks, lunchtime, and overnight. Cash receipts books, licenses, etc., should be inaccessible to unauthorized persons.
- Collections and accountable items should be reconciled to the bank statements and/or Auditor of State's records.
- The duties of collecting monies, processing the receipt, license, permit, etc., preparing and making deposits, and performing reconciliations should be segregated to the fullest extent possible considering the size of the agency and the materiality of collections.
- Supporting documentation to support monies received must be maintained and made available for audit to provide supporting information for the validity and accountability of monies received. Documents must be filed in such a manner as to be readily accessible, or otherwise reasonably attainable, upon request during an audit.

Exclusively for use by the State of Indiana
Issue Date: 11/14/2007

7.4.2.2 Cash Receipts Journal (cash book)

In those agencies where money is received on a regular basis, some type of cash book (paper or electronic) is required The cash book must be so designed as to list the revenue by classification and amount in detail. It may include the receipt number or daily summaries from a source document or data processing listing. The amount deposited with the Treasurer of State and the corresponding report of collections number must also be shown on the cash book. The process of issuing a receipt and posting the cash receipts journal can be incorporated into one function. Since there is no standard cash book (also referred to as a cash receipts journal) prescribed for state agencies, all types of internal cash books or journals must be approved in writing by the State Board of Accounts.

3.7

NOTE

Entries into ENCOMPASS or agency subsystems satisfy this requirement as long as all detail is maintained.

Entering Regular Deposits

The regular deposit method:

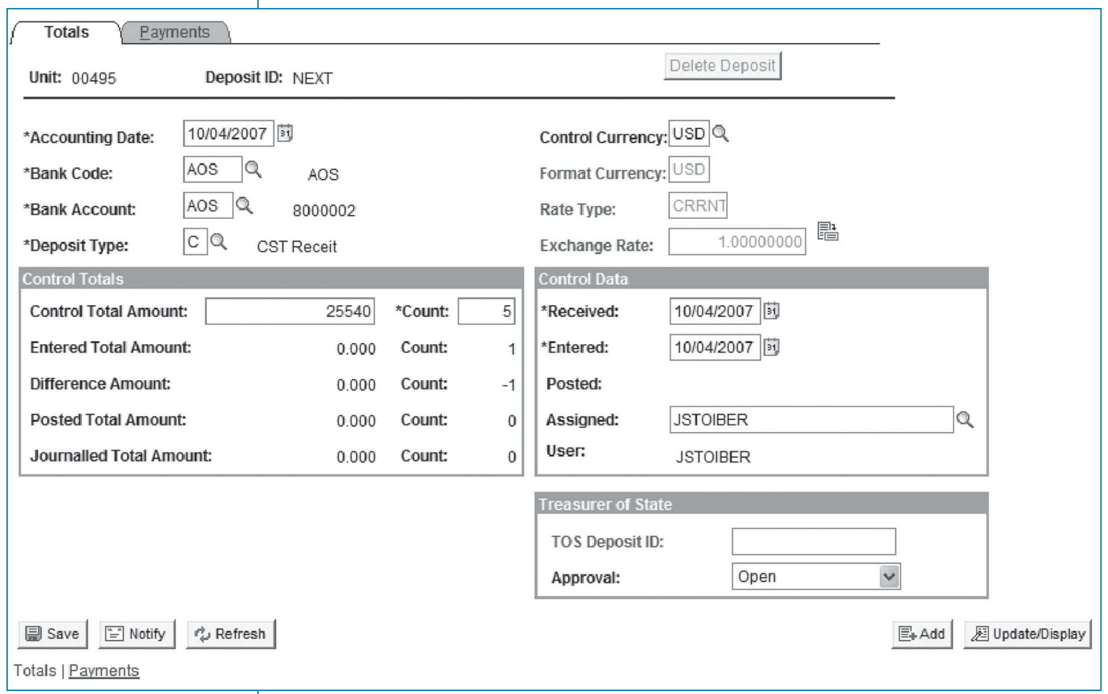
- Enables you to identify payments as you enter them
- Requires that you create a worksheet or use the Payment Predictor process to handle payment application.

How to Get There

Use this page to enter information and control totals for a new deposit.

Navigation

Accounts Receivable >> Payments >> Online Payments >> Regular Deposit



ARSC16 Regular Deposit - Totals page

Entering deposits through Regular deposit entry provides a full range of payment identification and search features that allow users to take advantage of the powerful payment worksheets. Payments are identified as they are entered indicating any customer or identifying information used to match the payment with the open item.

Entering Regular Deposits consists of four steps:

1. Enter control totals and Deposit Characteristics on the Totals page.
2. Enter payments and provide Customer ID's or payment references on Payments page.
3. Complete the Totals Page by changing the Treasurer of State section's Approval status from "Open" to "Pending Approval".
4. Save or Delete the deposit on the Total page.

The user can update deposit information at any point prior to applying the payments. Otherwise, only customer or item reference information is available for modification.

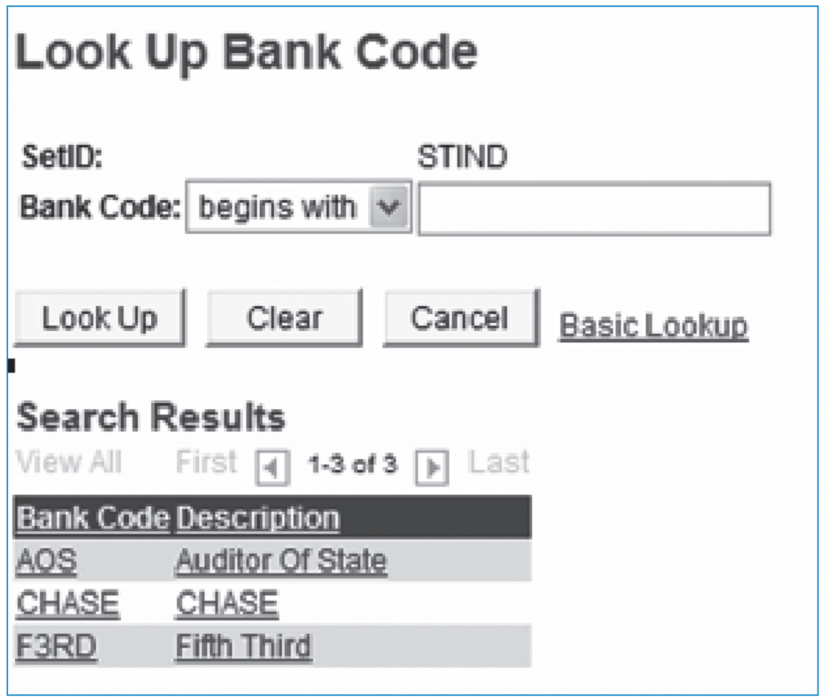
The accounting date entered will be the accounting date for the deposit, and then subsequently becomes the default on each payment in the deposit. This date can be overridden on the Payments page for each payment.

NOTE

The system performs validation behind the scenes to make sure that the date falls within the open period for the business unit.

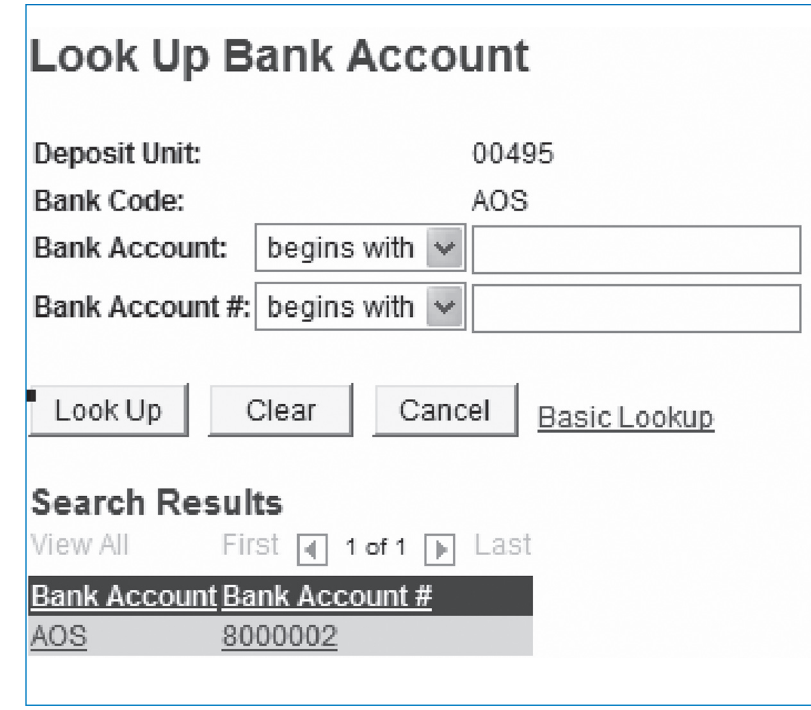
3.10

The Bank Code and Bank Account identify the Bank where the payments were deposited. Deposit Type defaults in from your bank account setup, and indicates what type of Payments these are (such as Lockbox, etc.).



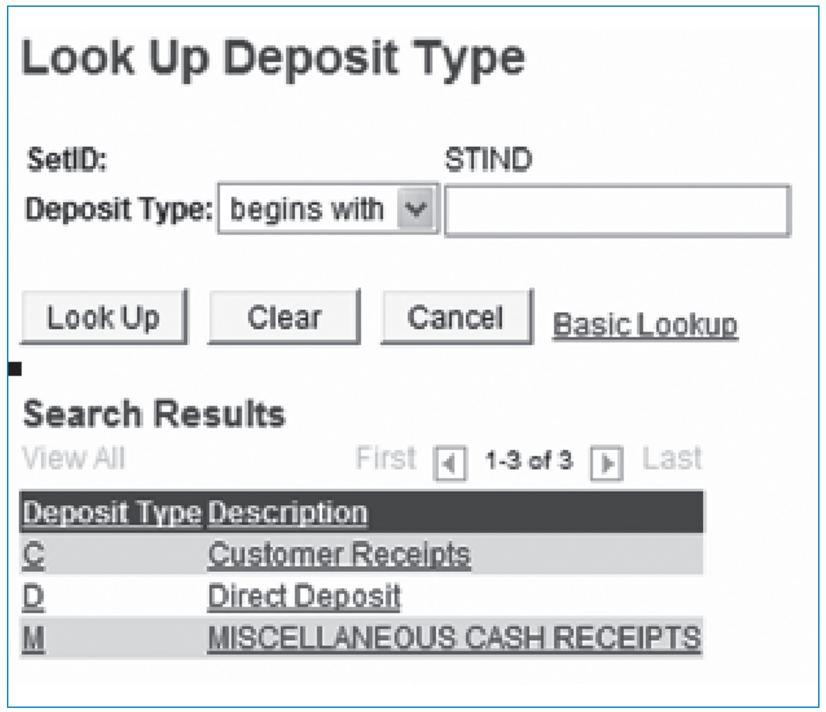
ARSC17 Bank Code Look Up Table

3.11



ARSC18 Bank Code Look Up Table

Deposit Type: For tracking purposes, Deposit Type will allow the user to report in greater detail on each particular grouping of payments.



ARSC19

Enter the control totals for the entire deposit. The Entered and Difference fields are populated by the system.

Auditor of State Law!

Control Totals and Control Data: The Totals page provides the functionality of balancing the deposit and will track the dates in which the deposit has been Received (Endorsed) and Entered. The Auditor of State requires a 24 hour turnaround for all deposits being posted and received by the Treasurer of State. Consequently, these dates should be the same.

Detailed information should be supplied for each payment in the deposit.

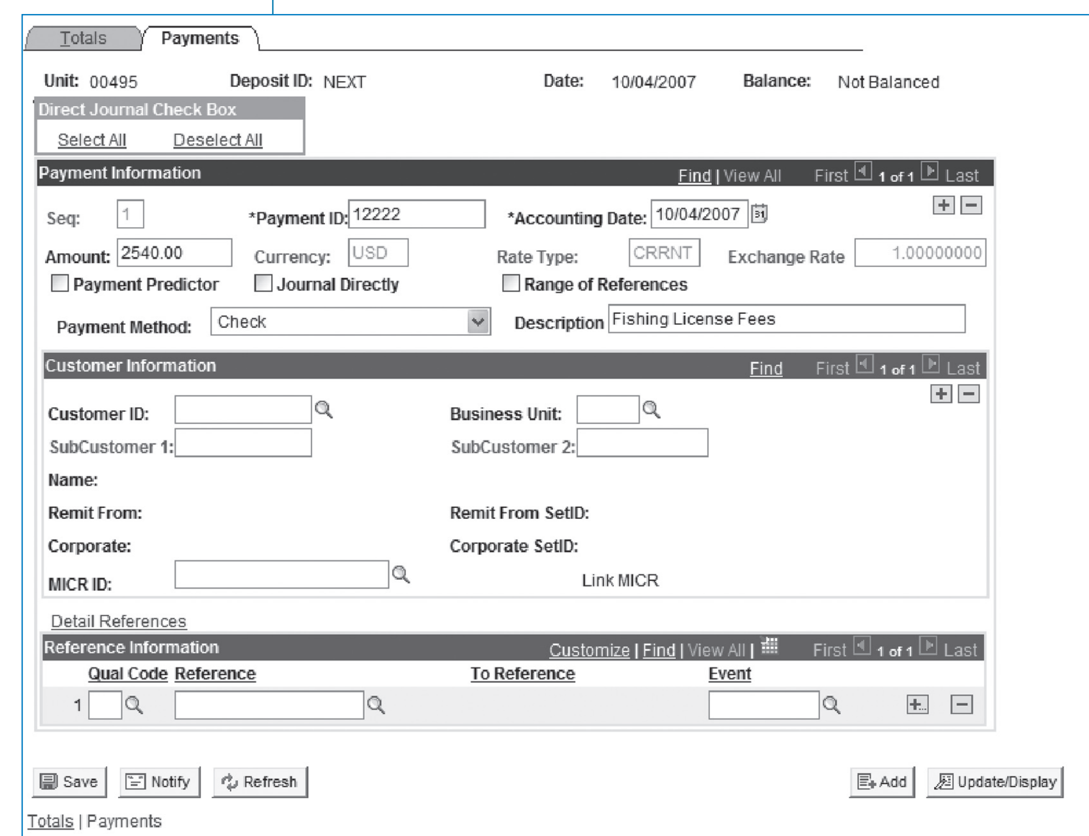
PeopleSoft uses the generic term payment to mean a check or cash received.

How To Get There

Use this page to enter detailed customer and item identification:

Navigation

Accounts Receivable >> Payments >> Online Payments >> Regular Deposit



ARSC20 Regular Deposit - Payments page

Identifying Item Information

IDEM has created an Open Item Identification Worksheet to assist in the investigation of all the necessary details associated with the payment. The information gathered will help in the determination of using a Regular vs. Express Deposit. At a minimum, payment reconciliation has been simplified.

AUDITOR OF STATE
AOS Project/Encompass
ENTAP

INTER-DEPARTMENTAL MEMORANDUM
GOVERNOR MITCHELL E. DANIELS JR.

Indiana Government Center
Old Trails Building
Indianapolis, IN 46204
(317) 234 - 4927

INVOICE#________________________

CST# ________________________

INV AMOUNT $ ____________________

AMOUNT PAID $____________________

BILL TYPE: ____________________

REASON CODE:____________________

PWSID NUMBER:____________________

ARC1

Exclusively for use by the State of Indiana
Issue Date: 11/14/2007

ENCOMPASS | Accounts Receivable

Entering Payment Information

The Payments page enables users to enter all of the detailed information for each individual payment that makes up the total deposit. A payment is check or cash received with or without remittance information.

This page is broken up into Payment Information, Customer Information, and Reference Information sections.

Payment Information

This section must be completed. Enter the Payment ID (usually the Check number), the accounting date (which is entered by default from the prior page), and currency code.

The Range of References check box allows a user to enter arrange of references, such as "Item#JPS4401- Item #JPS4407" in the reference information section, rather than a specific value.

The Payment Method is the either *Check* or *Electronic Funds Transfer*. If the user leaves this field blank, the system uses the payment method assigned to the business unit.

Customer Information

Entering customer information at this stage can assist users when applying the payment. When building a worksheet, the system will return a smaller section of open items for matching the payment. More information provided here makes matching the payment to an item easier later. If one payment spans multiple customers, rows can be inserted to add the additional customer information.

Reference Information

This section contains any additional information concerning the customer's payment. For example, you might have a PO#, or the Invoice/Item ID, etc. Wild card characters are valid in this section (% sign attached to a partial ID). The Detail Reference link allows a user to assign a different entry type to the individual payment up front.

ENTAP Training

Guided Activity | Entering a Regular Deposit

In this activity, you will review the activity overview and enter a regular deposit into the system.

Activity Overview

In this activity, you will enter a regular deposit into the system for the California Operations deposit unit. Allow the system to select the Deposit ID. The deposit is going to the AOS Bank, account AOS 80000002. Use today's date for accounting purposes and specify that the deposit type is Customer receipts.

You need to enter four payments that total 24,025.039 USD. You do not want Payment Predictor to attempt to apply any of these checks to open items. Find the detailed information about each check in the table below:

Payment ID	Amount	Customer /Business Unit	Reference Information
CHECK01(XXX)	6,500.00	Dana Corp	
CHECK03(XXX)	4,500.00	N/A	Item ID: (XXX)1833
CHECK05(XXX)	2,300.00	City of Hammond	Item ID: (XXX)1834
CHECK06(XXX)	11,625.39	Ferro Corp	Item IDs: (XXX)5672 & (XXX)5673

ART26

Be sure to take note of the Deposit ID.

Entering a Regular Deposit

To add a regular deposit:

1. Select Accounts Receivable, Payments, Online Payments, Regular Deposit.

2. Select the Add a New Value tab, and enter the following information:

Page Element	Value or Status
Deposit Unit	00495
Deposit ID	NEXT

ART27

3. On the Regular Deposit Entry – Totals page, enter the following information:

Page Element	Value or Status
Accounting Date	Today's Date
Bank Code	AOS – Auditor of State
Bank Account	AOS -8000002
Deposit Type	C
Control Currency	USD
Control Amount	24,025.39
Control Count	4

ART28

4. On the Payments page, enter the following information: Customer no Reference Details.

Page Element	Value or Status
Payment ID	CHECK01(XXX)
Amount	5,600.00
Customer ID	CST100000051
Business Unit	00495

ART29

5. Add a new row, and enter the following information: Reference Detail, no Customer.

Page Element	Value or Status
Payment ID	CHECK03(XXX)
Amount	4500.00
Qual Code	I (Item ID)
Ref Value	(XXX)1833

ART30

6 Add a new row, and enter the following information: Customer and Reference Detail.

Page Element	Value or Status
Payment ID	CHECK05(XXX)
Amount	2,300.00
Customer ID	CST100000082
Qual Code	I (Item ID)
Ref Value	(XXX)1834

ART31

7 Add a new row, and enter the following information: Customer with Multiple Items.

Page Element	Value or Status
Payment ID	CHECK06(XXX)
Amount	11,625.39
Customer ID	CST100000069
Qual Code	I (Item ID)
Ref Values	(XXX)5672 & (XXX)5673

ART32

8 Save the deposit and note the deposit ID: ________

This concludes the activity. Do not continue.

Entering Express Deposits

The express deposit method is the fastest and most efficient way to enter and apply payments manually.

This method includes deposit entry and payment application in one step.

This streamlined approach has some limitations:

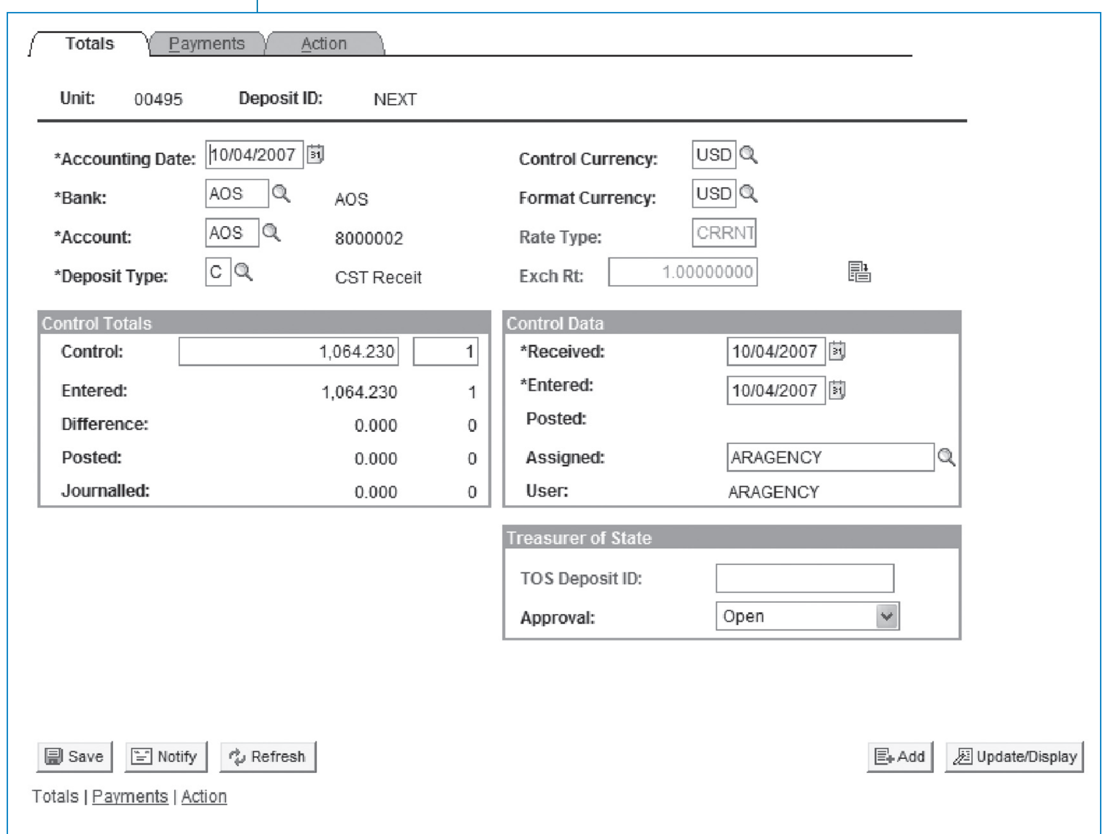
- You must identify payments by item ID.
- You cannot journal payments directly.
- Discount handling is limited.
- The only posting option available is Batch Standard.
- Discrepancy handling is limited.
- Multicurrency capabilities are limited.

How To Get There

Use this page to enter or review an express deposit. This page is very similar to the Regular Deposit page.

Navigation

Accounts Receivable >> Payments >> Online Payments >> Express Deposit >> Totals



ARSC21 Express Deposit - Totals page

Additional Items of Interest

The Express Deposit method, otherwise known as the Perfect Customer Payment, is designed for companies that receive payments with associated item IDs and can enter and apply them all at once. The express deposit pages have been designed for the most rapid and efficient possible data entry and cash application.

Express deposit, although convenient, is not intended for high volume data entry. It is more for the exception or occasional deposit.

To process an Express Deposit, take the following steps:

1. Enter control totals and deposit characteristics on the Totals page.
2. Enter payments and apply the payments on the Payments page.
3. Select an express deposit action on the Action page.

The Express Deposit – Totals page is very similar to the Regular Deposit – Totals page that the students just completed. The Totals section is visually different although the displayed information is the same. The Regular Deposit – Totals page also allows the user to delete a deposit through the use of the Delete button.

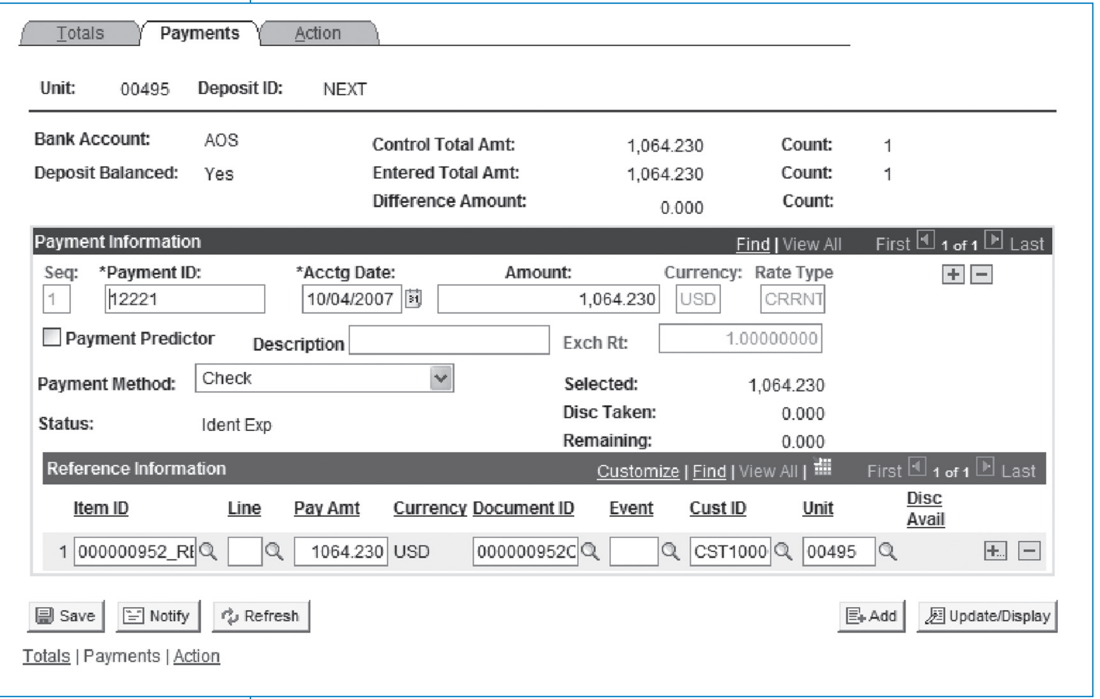
As you enter the payment on the Express Deposit – Payments page, the system applies it automatically to the items that you specify.

How To Get There

Use this page to enter and apply payments with item IDs in a deposit after you enter the deposit control totals.

Navigation

Accounts Receivable >> Payments >> Online Payments >> Express Deposit >> Totals



ARSC22 Express Deposit - Payments page

Header information

The Header carries over the bank data and control total information entered on the Totals page. When the amount total and number of entered payments equals the control amount and count from the Express Deposit Entry – Totals page, the status of the Deposit Balance field changes from No to Yes. An express deposit that is out of balance cannot be posted.

Payment Information

All payments for the deposit are entered on one page. Add as many rows as necessary for multiple payments in the deposit and for multiple items for each payment.

Payments with different currencies may be entered if a control currency was not selected on the Totals page.

Reference Information

With a valid item ID, the system displays the item amount, document information (if any), and the customer and business unit ID's (unless an item ID references more than one item)

Customize personalizes the Column and Sort Order – To order columns or add fields to sort order, highlight the column name, then press the appropriate button. Frozen columns display under every tab.

The download icon opens a new window and downloads the reference information to an Excel spreadsheet (.xls format).

The Express Deposit – Action page gives you the following options:

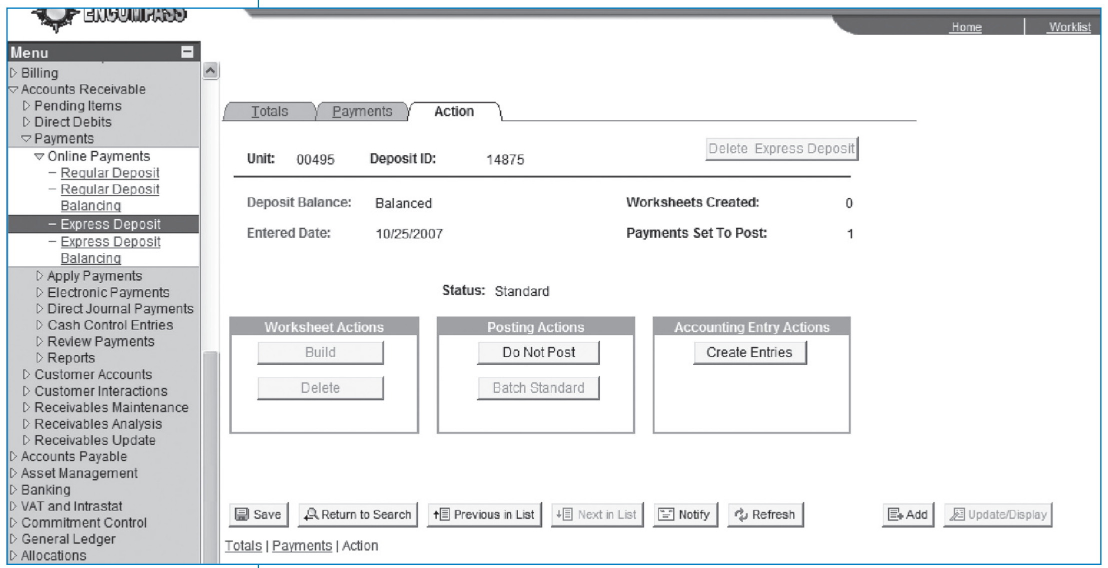
- Post the deposit
- Create and review accounting entries
- Create worksheets for incomplete applied payments
- Clear the worksheets
- Delete entire deposits.

How To Get There

Use this page to post the deposit, create and review accounting entries, create worksheets for incompletely applied payments, clear the worksheets, or delete the entire deposit:

Navigation

Accounts Receivable >> Payments >> Online Payments >> Express Deposit >> Action



ARSC23 Express Deposit - Action page

Using the Actions Page

This page indicates whether the deposit is balanced, the date entered for the entire deposit, and the status. The only two status options are No Action and Standard.

Posting Actions

Batch Standard sets any applied payments so they will post during the next run of the Receivable Update process and generates payment worksheets for any payments that are partially applied. The system displays messages that indicate the number of Payments Set to Post and the number of Worksheets Created.

Worksheet Actions

The Build button creates one worksheet for every payment in the deposit based on the information already entered.

Accounting Entry Action

The Create/Edit button creates accounting entries for all applied payments in the deposit. Normally, the Receivable Update creates the accounting entries, the user should only create accounting entries online when they need to be reviewed right away, for example when during implementation of a new system.

NOTE

The Action page remains inactive until the Treasurer of State (TOS) approves the Deposit. The TOS will provide a TOS Deposit ID and change the Approval status from Pending Approval to Approved.

Guided Activity | Entering an Express Deposit

In this activity, you will review the activity overview and enter an express deposit.

Activity Overview

In this activity, you will enter an express deposit into the system for the California Operations deposit unit. Allow the system to select the Deposit ID. The deposit is going to AOS bank/account. Use today's date for accounting purposes and specify that the deposit type is customer receipts.

You need to enter two payments that total 10,010.00 USD. Find the detailed information about each check in the table below:

Payment ID	Amount	Customer /Business Unit	Reference Information
(XXX)CHK1234	9,510.00	Unknown	Item ID: (XXX)1913
(XXX)CHK6789	500.00	Eli Lilly & Co	Item ID: (XXX)1915

ART33

Entering Express Deposits

To enter an express deposit that consists of two customer payments:

1. Select Accounts Receivable, Payments, Online Payments, Express Deposit.

2. Select the Add a New Value tab, and enter the following information:

Page Element	Value or Status
Deposit Unit	00495
Deposit ID	NEXT

ART34

3. On the Express Deposit – Totals page, enter the following information:

Page Element	Value or Status
Accounting Date	Today's Date
Bank	AOS
Account	AOS
Deposit Type	C (Customer Receipts)
Control Currency	USD
Control Amount	10,010.00
Control Count	2

ART35

4. On the Express Deposit – Payments page, enter the following information:

Page Element	Value or Status
Payment ID	(XXX)CHK1234
Amount	9,510.00
Item ID	(XXX)1913

ART36

5. Add a new row and enter the following information:

Page Element	Value or Status
Payment ID	(XXX)CHK6789
Amount	500.00
Item ID	(XXX)1915
Customer	CST100000062

ART37

6. Verify that the deposit is in balance.

7. Select the Express Deposit – Action page and select the Batch Standard button.

8. Note the deposit ID: _______

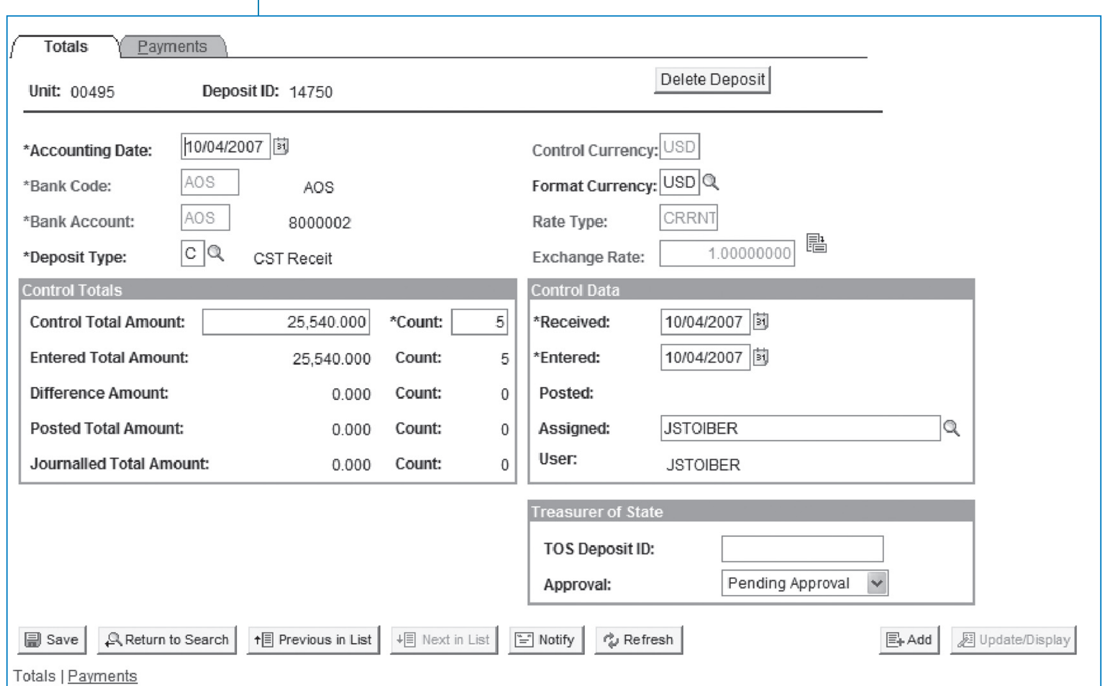
This concludes the activity. Do not continue.

Summiting Payment to the Treasurer of State for Approval

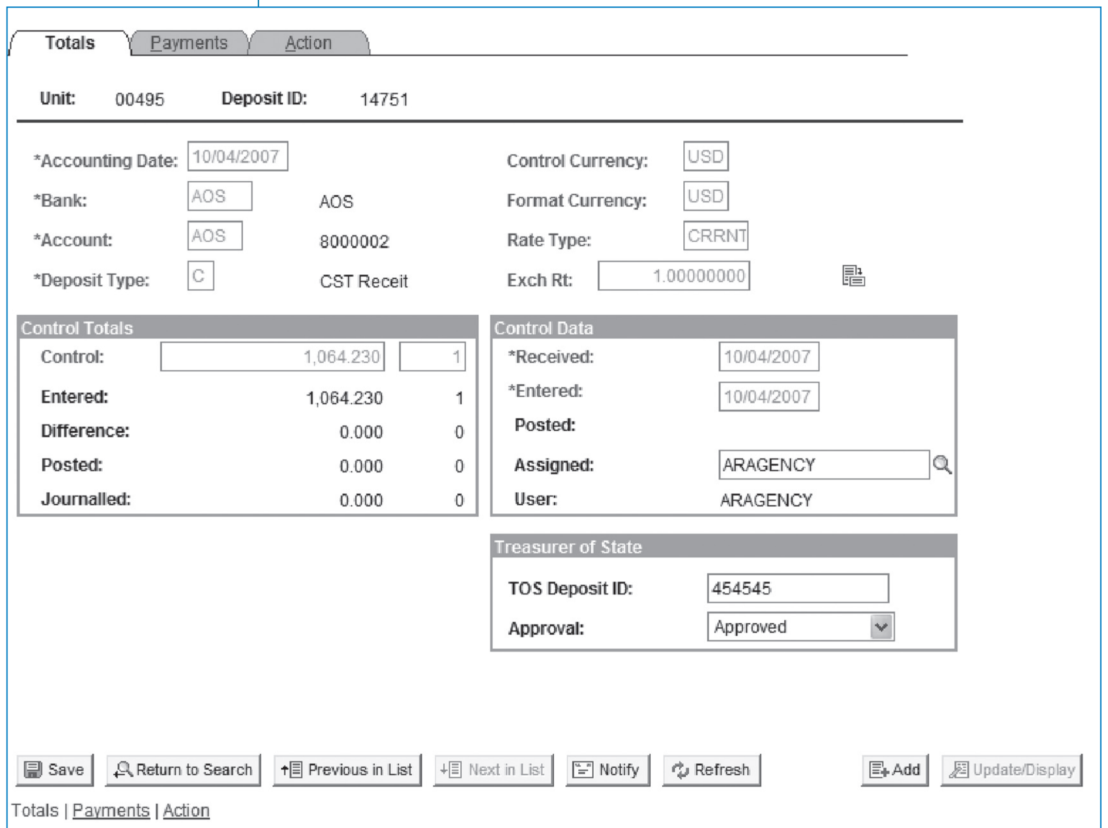
Once a Deposit (Regular or Express) is balanced each Agency must change the Treasurer of State Approval from Open to Pending Approval. Illustrated below are both a Regular Deposit with the Approval Status of "Pending Approval", and an Express Deposit with the Approval status of "Approved".

Prior to the completion of any deposit, each Agency must manually change the Approval status in the Treasurer of State section in the Totals page from Open to Pending Approval. The Deposit must be in balance before this would be possible.

The Treasurer of State (TOS) will then verify the accuracy of the deposit. Then they will change the Approval status from Pending Approval to Approved. Finally, they will populate the TOS Deposit ID. Because this TOS completes this step, it will not be reviewed in this class.



ARSC24 Regular Deposit – Totals page. Note, the Approval status is "Pending Approval".



ARSC25 Express Deposit – Totals page. Note, the Approval status is "Approved".

Creation of the Report of Collections Report – State of Indiana Law

7.4.1.1 Report of Collections

Prior to making a deposit with the TOS, an agency staff member must enter certain financial deposit information into the ENCOMPASS system and print a Report of Collection (ROC). Each deposit, and the related ROC will be assigned a separate deposit ID number by ENCOMPASS. For internal control purposes, only one user is permitted for each deposit ID. Within these parameters, transactions can be summarized or detailed, depending upon the agency's individual requirements. If details of individual transactions are maintained in a system outside of ENCOMPASS, totals only could be included on the ROC; however, this practice is not encouraged. If numerous individual entries made in ENCOMPASS not already recorded in Accounts Receivable (AR) will be accounted for in the same fund, object, etc., it will be possible to "Select All" when making accounting entries after the deposit has been made. Deposits related to "open items" (previously recorded in AR) can be included in the same deposit as collections not previously identified. When all entries are completed, the deposit will remain in a "pending" status until approved by TOS.

Unidentified checks should be deposited along with other receipts; these unidentified amounts will remain in a Cash Control Account (see 7.4.1.4) until the type of receipt can be identified by the agency and applicable accounting information entered into ENCOMPASS.

7.4.1.1.1 Forms of deposits reported on a ROC

CASH – The total dollar amount of all U.S. Treasury bills and coins included in the deposit

CHECKS – The total dollar amount of all checks included with the report of collections.

DEPOSITS – The total amount of all bank deposits made to the credit of the TOS in outside banks, with evidence of deposit included with the deposit ticket. Agencies depositing directly into approved bank accounts outside the TOS must enter their agency number (and circle it) in the upper left hand corner of all bank deposit slips prior to making any deposits at the bank. This will allow the TOS to contact the agency if they discover a deposit that does not correspond to an ENCOMPASS generated ROC. After making the deposit in the bank, the agency must forward an ENCOMPASS ROC and bank proof of deposit to the TOS not later than the next business day following receipt of funds. Upon verification, the TOS will enter into the ENCOMPASS system a deposit identifier number from their independent system. Once approved, a deposited amount cannot be modified in that particular ENCOMPASS deposit ID.

WIRE TRANSFERS, ACH, EFT – Each electronic fund transfer transaction requires a separate ROC, with the total amount (and type) of the wire transfer documented on the ROC. If wire, EFT or ACH transfers are made to the TOS bank accounts on behalf of the agency, the agency should follow the same procedures as in the previous paragraph. The TOS will verify the ROC amount to the bank transfer information prior to entering the deposit identifier number and approving the deposit in the ENCOMPASS system. The TOS will destroy any ROC not identified with a deposit after a 30 day holding period.

LOCKBOX – The total amount of all lockbox account deposits included on the ROC. This information may be entered through an interface with bank provided information or manual entry.

TOTAL – The Grand Total on the ROC must equal the total of all deposits submitted with the ROC.

Creation of the Report of Collections Report – The Process

Prior to submitting the "Pending Approval" deposits to the Treasurer of State (TOS), the Agency must complete the NEW Report of Collections report. Once this Crystal report has been printed, two copies must be submitted to TOS for approval.

How To Get There

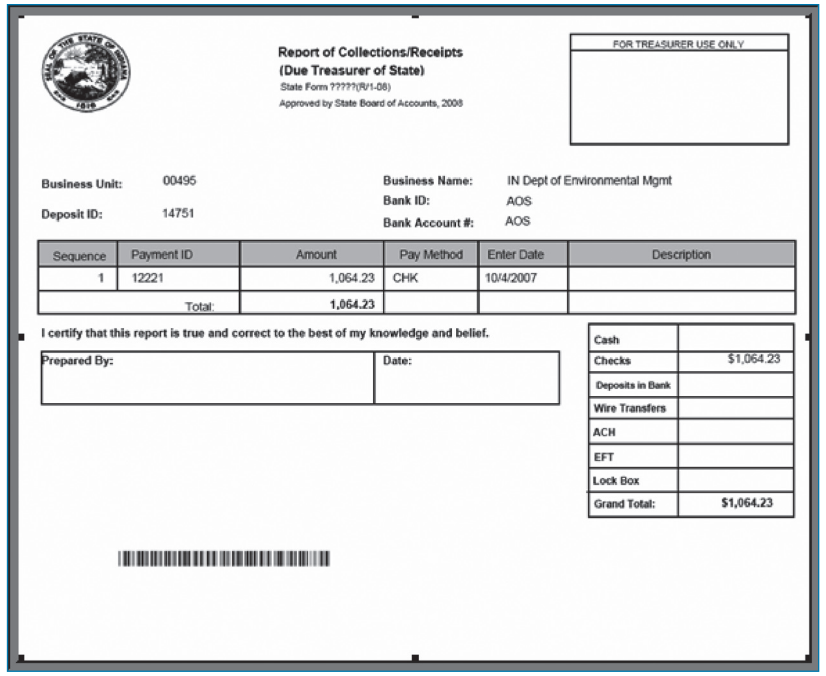
Use this page to post the deposit, create and review accounting entries, create worksheets for incompletely applied payments, clear the worksheets, or delete the entire deposit:

Navigation

Accounts Receivable >> Payments >> Reports >> Reports of Collection

ARSC26 Report of Collections process parameters page.

3.32



Report of Collections/Receipts
(Due Treasurer of State)
State Form ?????(R/1-08)
Approved by State Board of Accounts, 2008

FOR TREASURER USE ONLY

Business Unit: 00495
Deposit ID: 14751
Business Name: IN Dept of Environmental Mgmt
Bank ID: AOS
Bank Account #: AOS

Sequence	Payment ID	Amount	Pay Method	Enter Date	Description
1	12221	1,064.23	CHK	10/4/2007	
Total:		**1,064.23**			

I certify that this report is true and correct to the best of my knowledge and belief.

Prepared By:	**Date:**

Cash	
Checks	$1,064.23
Deposits in Bank	
Wire Transfers	
ACH	
EFT	
Lock Box	
Grand Total:	**$1,064.23**

ARC2 Report of Collections/Receipt

3.33

Guided Activity | Creating a Report of Receipts

In this activity, you will create the Report of Collections for both the Regular and Express Deposits created earlier in this chapter.

Activity Overview

In this activity, you will run the Report of Collections report for you the deposits created in this class. Please refer to your guide for these Deposit IDs.

Creating a Report of Receipt

To enter an express deposit that consists of two customer payments:

1. Select Accounts Receivable, Payments, Reports, Report of Receipts.

2. Select the Add a New Value tab, and enter the following information:

Page Element	Value or Status
Run Control ID	ROC (XXX)
Deposit Unit	00495
Deposit ID	Select from Regular Deposit Exercise
Process List	Report of Collections

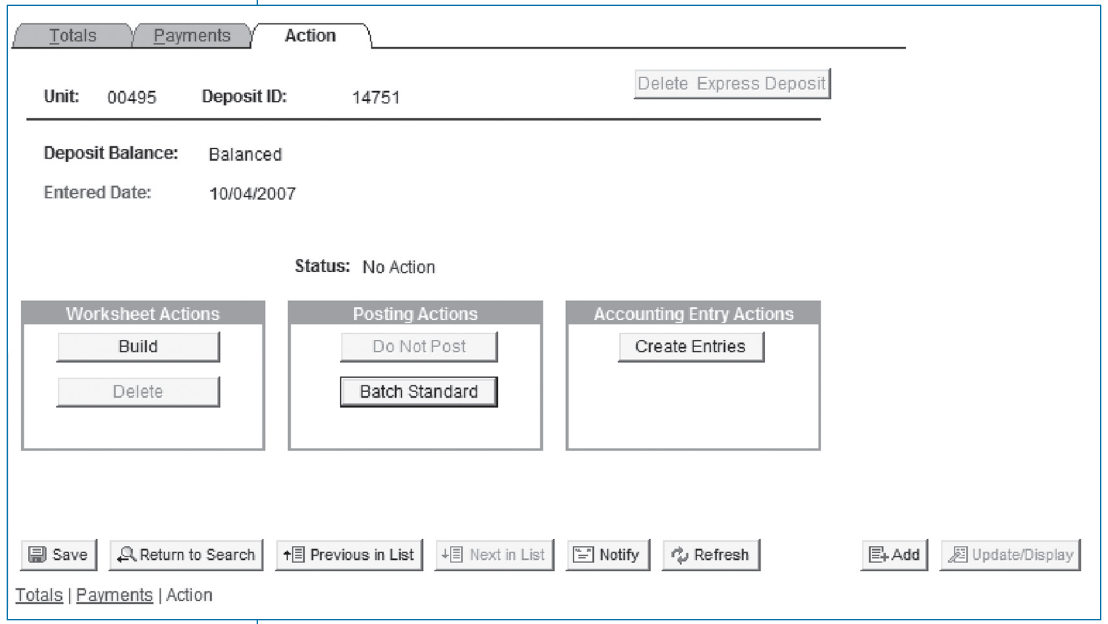
ART38

3. Select the Distribution link and choose the PDF file. Print the Report of Collections.

4. Repeat this exercise from the Express Deposit exercise.

Completion of Express Deposit

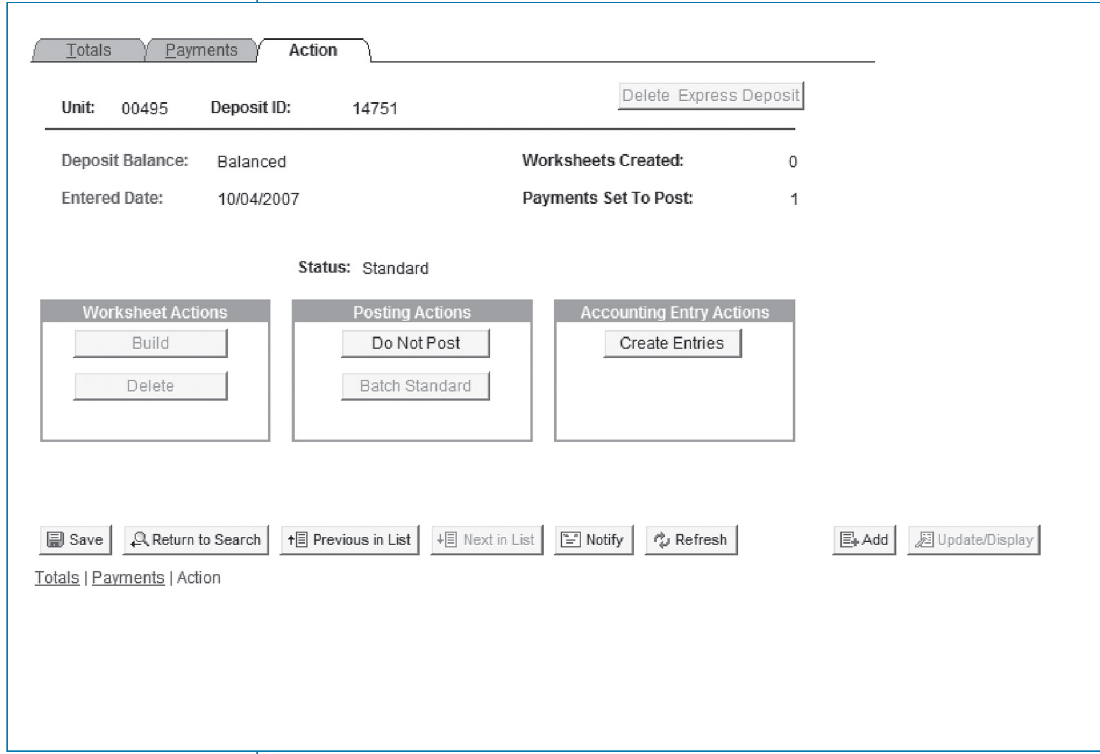
Once the Treasurer of State has approved the Express Deposit, the Agency must navigate back to the Deposit and complete the Action page by selecting the Posting Action of Batch Standard.



ARSC27 Express Deposit – Action page prior to Posting Action of Batch Standard.

Analyzing the Express Deposit

Worksheets Created and Payments Set To Post appear after Batch Standard has been selected.



ARSC28 Express Deposit – Action page prior to Posting Action of Batch Standard.

Activity Overview

In this activity, you will select the Posting Action of Batch Standard.

Creating a Report of Receipt

To enter an express deposit that consists of two customer payments:

1. Select Accounts Receivable, Payments, On Line Payments, Express Deposit.
2. Choose the Deposit Id from the Express Deposit Activity.
3. Select the Posting Action push box of "Batch Standard".
4. Please Note how many

   a. Worksheets Created: __________

   b. Payments Set To Post: __________

Exclusively for use by the State of Indiana
Issue Date: 11/14/2007

Balancing Regular Deposits

A user can see that a deposit is out of balance because the Not *Balanced* message appears on the regular deposit entry pages.

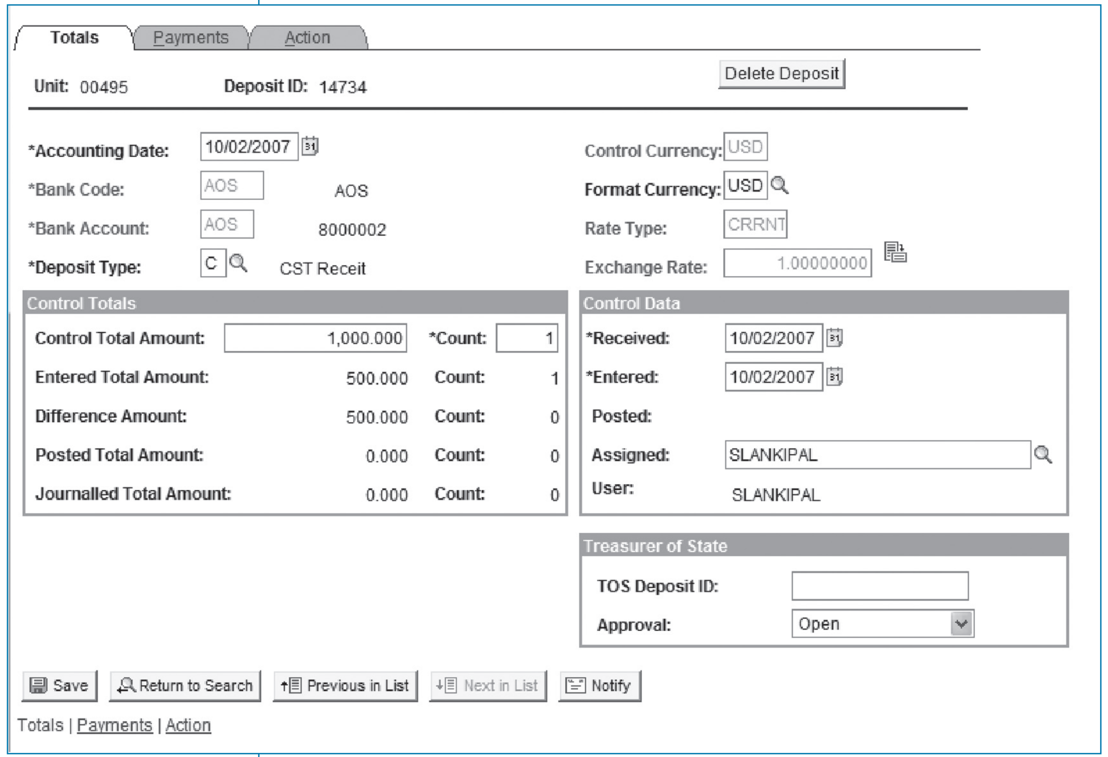
Only out-of-balance deposits are available on the Regular Deposit Balancing pages. The pages work in the same manner as the deposit entry pages.

How To Get There

Use this page to review and modify those deposits that are not in balance. The user must proceed to a Payment Worksheet to complete the application of the payment to the customer's account. The Deposit must also be in balance before the Accounting Entries can be created for Direct Journals.

Navigation

Accounts Receivable >> Payments >> Online Payments >> Regular Deposit Balancing



ARSC29 Regular Deposit Balancing page

Guided Activity | Correcting Errors in Deposits

In this activity, you will review the activity overview and:

1 Locate errors in deposits

2 Correct an error in a deposit.

Activity Overview

In this activity, you will locate and correct errors with your deposits.

Review the deposits for Deposit Unit 00495. Identify any deposits that are out of balance.

After reviewing the deposit remittance received from your bank, you discover that one of the payment amounts in a lockbox file was transposed. You must correct the transposition error in the deposit group to balance the deposit.

This section discusses how to:

1 Locate errors in deposits.

2 Correct errors in a deposit.

Locating Errors in Deposits

To locate errors associated with your deposits on the All Deposits page.

1 Select Accounts Receivable, Payments, Review Payments, All Deposits.

2 Enter the following information:

Page Element	Value or Status
Deposit Unit	00495

ART39

3. Select the Search button.
4. Find the deposit that is NOT in balance and select it.
5. Note the Deposit ID: _______
6. Examine the data for errors.

Correct the Error in the Lockbox Control Tables

To correct the lockbox control table error:

1. Select Accounts Receivable, Payments, Online Payments, Regular Deposit Balancing.
2. Enter the following information:

Page Element	Value or Status
Deposit Unit	00495
Deposit ID	Number assigned from previous activity

ART40

3. Select the Search button to view the deposit information on the Regular Deposit Balancing page.
4. Select the Payments tab and use the Show Next Row button to find the following payment:

Page Element	Value or Status
Payment ID	CHECK01(XXX)

ART41

5. Once you have found the correct payment, enter or change the following information:

Page Element	Value or Status
Amount	5,600.00.

ART42

6. Once you have verified that the deposit is now balanced, save your work.

This concludes the activity. Do not continue.

Chapter Review

In this lesson you learned that:

- A regular deposit enters the deposit, but you must create a worksheet or run Payment Predictor to apply the payment.
- The express deposit process combines deposit entry and payment application.
- The Auditor of State now requires that all Deposits be submitted for approval to the Treasurer of State.
- The Report of Collections is now a Crystal report which is run directly from the PeopleSoft navigation.

Chapter 4 Managing Payment Worksheets

4.1

Chapter Overview

In PeopleSoft Receivables, you use workspaces called worksheets to work with payments, items, drafts, direct debits and doubtful receivables. Payment worksheets pair open items to unapplied payments. When payments do not contain enough identifying information to readily apply them, the payment worksheet provides the answer. With the worksheet feature, you enter whatever information you have, such as customer name, business unit and any reference numbers. PeopleSoft Receivables then displays all of the open items that meet those criteria. You can then make selections, apply the payment, make adjustments and create new open items.

Chapter Objectives

By the end of this lesson, you will be able to:

- Build payment worksheets.
- Apply full payments.
- Analyze overpayments.
- Analyze underpayments.
- Perform payment inquiries.

4.2

Building Payment Worksheets

What can you do with a payment worksheet? Here are some of the possibilities:

Pay items (completely or partially).	Create adjustments (debit or credit).
Apply earned or unearned discounts.	Create a deduction.
Create prepayments.	Write-off remaining balance (debit or credit amount).
Create on account payments.	

ART43

This table displays the ways that you can process payments using worksheets:

Payment Type	Payment Processing Options
Exact Payment	Pay one or more items exactly.
Overpayment	Pay an item and create an adjustment for the overpayment. Pay an item and create an on-account item for the overpayment. Pay an item and create a prepayment for the overpayment. Pay an item and partially pay another. Pay an item and write off the remaining balance. Create an on-account item for the remaining payment.
Underpayment	Pay an item partially. Pay an item partially and write off the remaining balance. Pay an item and create an adjustment for the underpayment Pay an item and create a deduction for the underpayment.
Unidentified Payment	Create an on-account item for the entire amount. Create a prepayment for the entire amount.

ART44

4.3

Payment Worksheet

A payment worksheet is a cash application environment, an alternative to applying payments through Express Deposit or with the Payment Predictor process. Usually payment worksheets use information about customers and items to apply payments. However the flexibility of the payment worksheet enables users to perform a variety of functions.

Users may need to handle underpayments, overpayments and discounts, or at some point they might have a small remaining balance, but will not see an open item they want to use to write off the balance. In this situation, Payment worksheets can allow discounts or enable a user to add an item to the worksheet to write-off the remaining balance. A blank worksheet can be built for the customer to apply any prepayments to their accounts.

There are three main pages used when working with a Payment Worksheet.

1. The Worksheet Selection page allows users to select items to work with, provide any additional customer or identifying data and then build the worksheet.
2. The Worksheet Application page opens after selecting the Build button. This page serves as a workspace for applying the payments, making any adjustments, etc.
3. The Worksheet Action page sets the worksheet to post. This is done after identifying the payments and items for processing, making any adjustments, and the verifying that the worksheet totals are balanced.

The Worksheet Selection page has three main regions:

- A region to enter and view customer criteria.
- An item reference criteria region.
- An item inclusion (and exclusion) region.

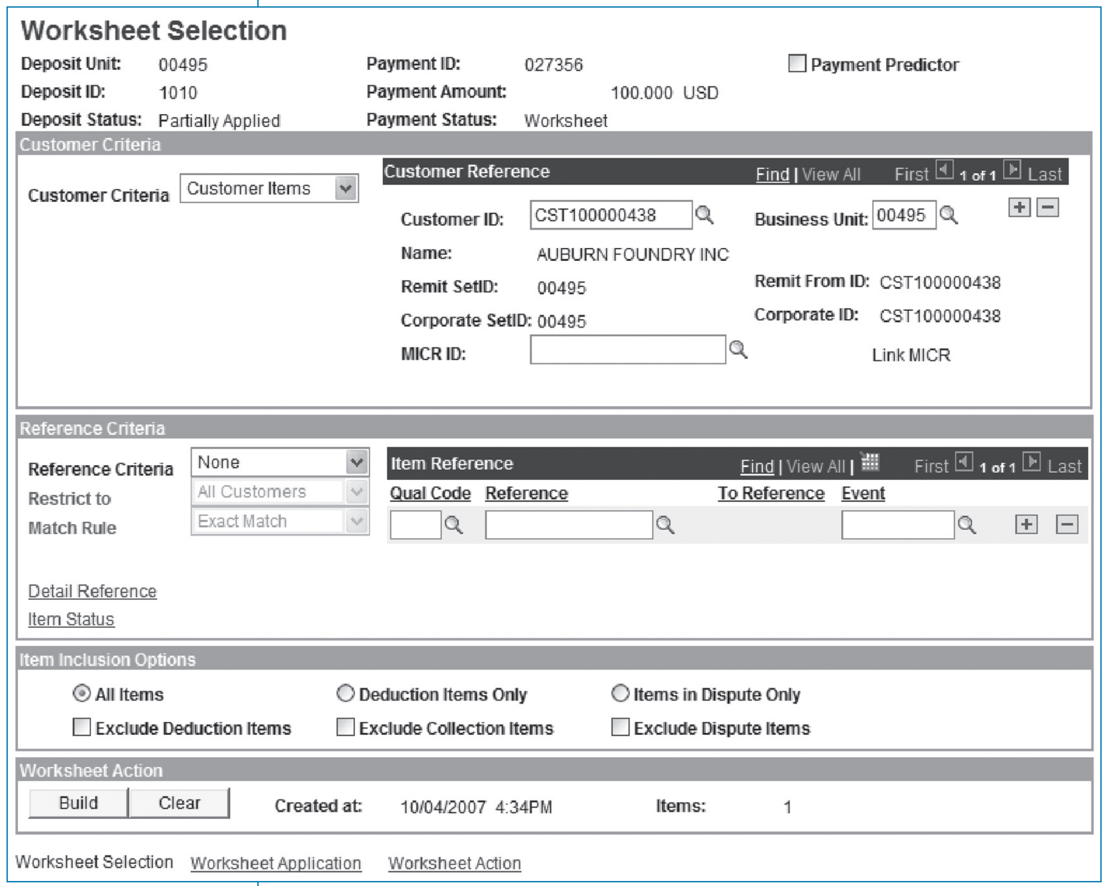
Use the criteria in these regions to construct your worksheet.

How to Get There

Use this page to enter payment information on the Worksheet Selection page.

Navigation

Accounts Receivable >> Payments >> Apply Payments >> Create Worksheet



ARSC30 Worksheet Selection page

Additional Items of Interest

The Payment Worksheet selection page

Notice that the Worksheet Selection page is keyed by the deposit business unit. Payment worksheets are not for the entire deposit, they are for the individual payments contained in the deposit.

NOTE

The Worksheet Selection page and the Payments page in Regular and Express Deposit Entry both have the Payment Predictor check box. Selecting the option on either of these pages, automatically selects the check box on the other page.

The Reference Criteria region: Specify reference information, such as PO#, Item ID, etc.

The Detail Reference link opens a new window with a simplified version of the worksheet page. It allows a user to enter reference information for a large number of items.

The Item Status link works in conjunction with the detail reference link. After the user has entered a number of reference items using the Detail Reference link, selecting the Item Status link displays those items from the Item Reference portion of the Worksheet Selection page that are not open on the ITEM table. This lets the user view details about items that have been paid and that were received electronically or to determine whether to delete items on the Detail Reference Information page.

The Item Inclusion group box indicates the types of items to include in the worksheet.

Selecting the All Items check box allows the user to exclude deductions, disputed items or items in collection from the worksheet.

The Payment Worksheet provides the means to limit and sort the item information that you requested on the Worksheet Selection page.

It also provides the flexibility to review much of the data associated with the item without ever leaving the Worksheet Application page.

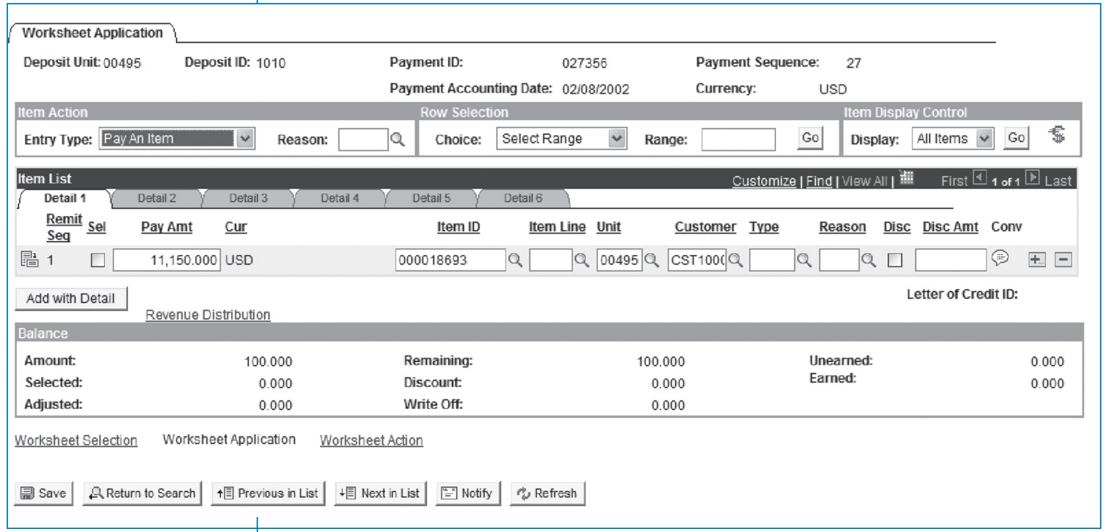
How to Get There

Use this page to select open items for payment application, create new items and perform write-offs.

Navigation

Click the Build button on the Worksheet Selection page.

4.6



ARSC31 Worksheet Application page

Use this page to achieve a zero balance with the items and the payments contained on the worksheet. An out of balance worksheet cannot be posted. Achieving this may be as simple as selecting the item or items that equal the payment amount, or it may require selecting an item, and creating a new item for the remaining amount, or writing off the remaining amount.

The Amount is the amount of the customer payment. In this example, the Amount is 100.00. The Remaining is remainder of the payment that has yet to be applied. In this example, the Remainder is same as the payment Amount which is 100.00. The goal of a Payment Worksheet is to get the Remaining to 0.00. This can be done by matching the payment perfectly to an item in the same amount or partially paying item(s) until the Remaining amount of the payment equals 0.00. Remember, the focus of the Payment Worksheet is on the Payment, not the items in which it is paying.

4.7

Item Display or Sort Controls

Item List

The item list section displays all of the items that meet the specified criteria. Manipulate the information with the Display Control fields.

The Sel (Select) check box identifies the items that will be matched to the payment. If the item(s) and payment batch exactly, select the item(s), verify the worksheet has a "0" amount in the Remaining field of the Balance group box, then post the worksheet.

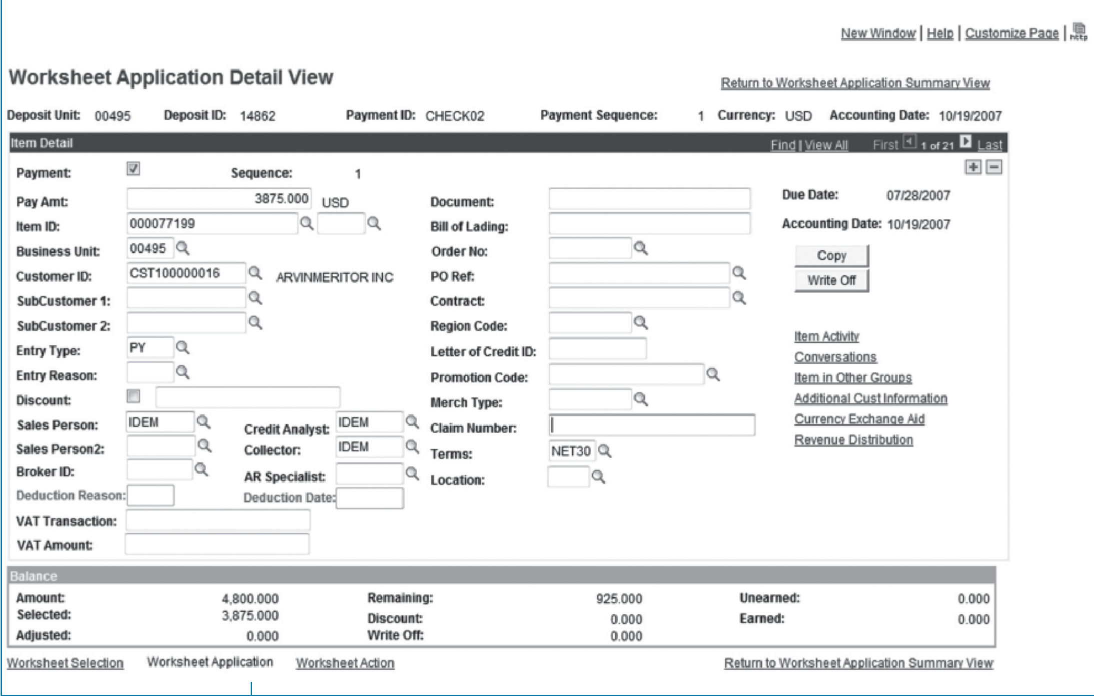
The Detail View page and its associated links enable you to work with an item in a variety of ways without ever leaving the worksheet.

How to Get There:

Use this page of the Payment Worksheet to review or change details regarding the specific item on the worksheet.

Navigation

Click the View Detail icon on the Worksheet Application page.



ARSC32 Worksheet Application Detail View page

Using the Detail View page

The main section of this page is the Item Detail information. When a user navigates to this page for a pre-existing item, the system populates the fields with any information that was attached to the item from either Online Item Entry or from Billing (External Item Entry). The information on this page is predominantly view-only for pre-existing items. Items created on the worksheet (prepayments, adjustments, deductions, etc...) can be modified. The Detail View page contains a variety of information about each item such as the Sales Person, Credit Management personnel, Document information, additional reference numbers, etc.

NOTE

If the user is working with deductions, they can use this page group to tie a deduction to an item. Do this by entering the item ID in the Document field on the Detail View page. This then ties the PO#, Bill of Lading and document information for the referenced item to the new deduction.

Buttons and Links

Select the Copy button to copy a specific item and add a new row to the payment worksheet. Then populate the amount, as the system leaves this field blank.

To write off the remaining balance, use the write off button to populate the entry type with the appropriate write off entry type. The Write Off button can only be used on a new worksheet item when there is a remaining balance.

Once you have balanced your worksheet, navigate into the Worksheet Action page.

A worksheet must have a zero balance before posting.

Saving a worksheet without using the Worksheet Action page saves the worksheet with a posting status of No Action.

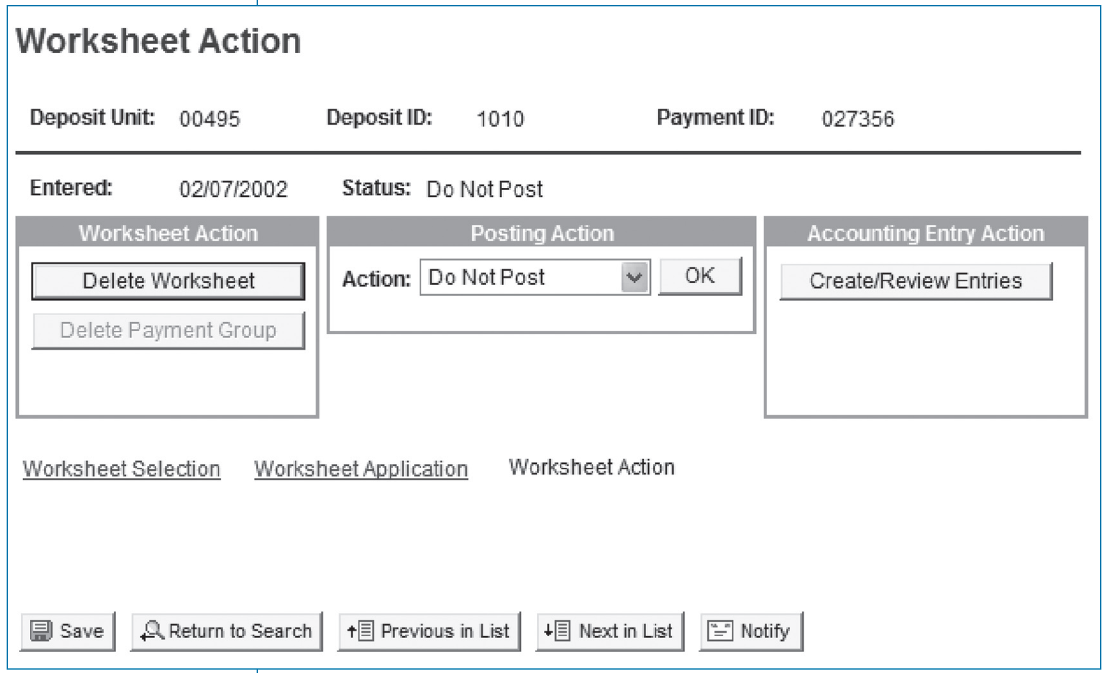
How to Get There

Use this page to select the posting options for your worksheet that you just created.

4.10

Navigation

Click the Worksheet Action link on the Detail View page.



ARSC33 Worksheet Action page

Guided Activity | Building a Payment Worksheet

In this activity, you will review the activity overview and build worksheets to apply payments to outstanding items.

Activity Overview

Ferro Corp has sent you an $11,625.39 USD check, CHECK06(XXX), for item numbers (XXX)5672 & (XXX)5673. Build a worksheet to apply the payment that you received.

Then, you have received a payment of $5,600.00 USD from your customer Dana Corp, for Item Number (XXX)1837. Build a worksheet and apply the payment.

Building the First Worksheet

4.11

To build a worksheet:

1. Select Accounts Receivable, Payments, Apply Payments, Create Worksheet.
2. Enter the following information:

Page Element	Value or Status
Deposit Unit	00495
Payment ID	CHECK06(XXX)

ART45

3. On the Worksheet Selection page, enter the Customer ID: CST100000069.
4. Click the Build button to build the worksheet for this customer.
5. On the Worksheet Application page, locate items #(XXX)5672 & (XXX)5673, then verify that it is selected.
6. Click the Refresh button, and see if you have a zero balance.
   - What was the last activity for this item?
   - Who is the credit analyst for this customer?

7. When you have a zero balance, save the page.

8. Select the Worksheet Action page, then select the Posting Action: *Batch Standard* and click *OK*.

Building the Second Worksheet

1. On the Worksheet Selection page, enter the following information:

Page Element	Value or Status
Deposit Unit	00495
Payment ID	CHECK01

ART46

2. Click the Build button.

3. On the Worksheet Application page, locate the 5,600 USD. Unfortunately, there is no Reference Details supplied other than the payment is from Dana Corp. Through investigation, you know that Dana Corp is customer CST100000051.

4. Click the Refresh button. Do you have a zero balance?

5. Save your work.

6. On the Worksheet Action page, select *Batch Standard*, and then click the *OK* button.

This concludes the activity. Do not continue.

Analyzing Overpayments

The PeopleSoft Receivables payment worksheet provides the following options for processing an overpayment:

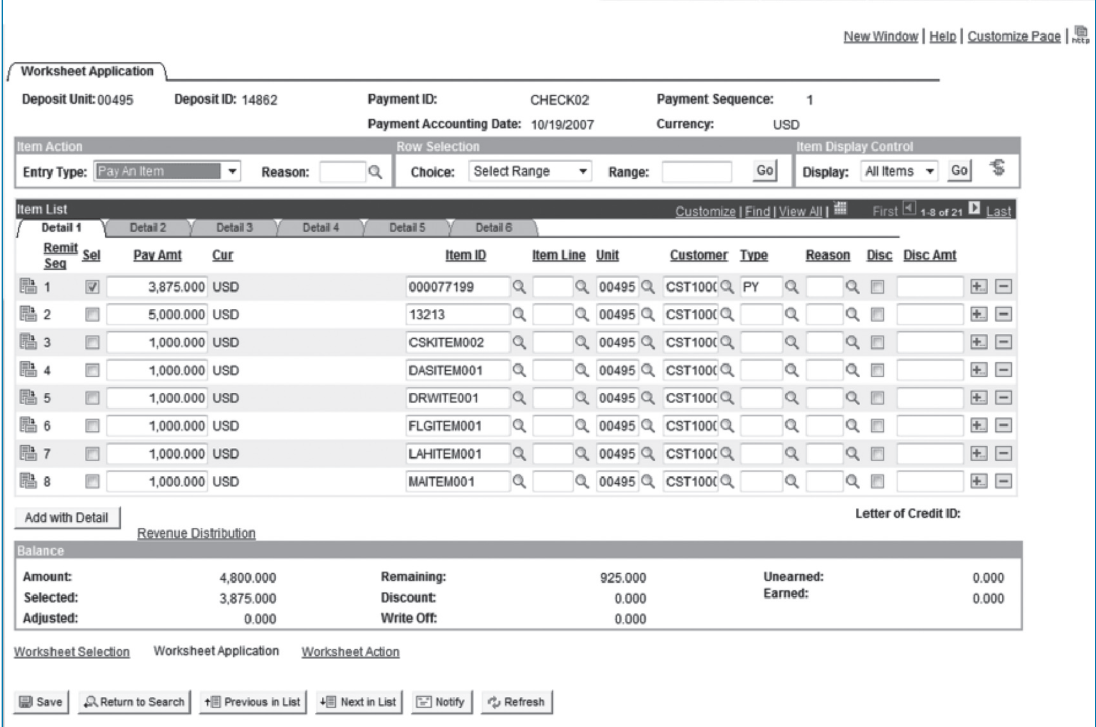
- Create a prepayment line item.
- Create an on-account line item.
- Create an adjustment.
- Apply partial payment to a pre-existing item.
- Write off the remaining amount.

How to Get There

Use this page to select open items for payment application, create new items and perform write-offs.

Navigation

Click the Build button on the Worksheet Selection page.



ARSC34 Worksheet Application page

When you are working with the Worksheet Application page, you must account for every dollar of the payment by achieving a zero total for the remaining amount. If you receive a payment greater than the dollar amount of the item, you must decide how you will handle the remaining amount.

Working with Overpayments

Apply an overpayment using one of the following methods:

- Pay off the original item, then add a row and create a new on account, adjustment or prepayment item with a negative amount for the overpayment.
- Pay off one or more items entirely, and treat the remainder as a partial payment on an additional item.

In this scenario, select the item and then type over the amount that would have the partial payment applied to it and make it equal to the amount of the payment being applied to it.

- Place the entire amount on account by creating a new item with a negative amount.

This may be done when additional research would be required to determine where the payment should be applied.

- Pay off one or more items, then create a new item for the remainder, and then write off the new item.

Guided Activity | Analyzing Overpayments

In this activity, you will review the activity overview and put a balance on account

Activity Overview

You have received a payment on check number CHECK05(XXX) from City of Hammond in the amount of 2,300 USD. The remittance form attached to the check indicates that the payment is to be applied to item (XXX)1834. When you review the customer's open invoices, you discover that the customer has overpaid by 100.00 USD. This amount will be put On Account.

Build a payment worksheet for the City of Hammond. Pay in full item (XXX)1834, and placed the remainder On Account.

Putting a Balance on Account

To build a worksheet and apply a payment to an open item:

1. On the Worksheet Selection page, enter the following information:

Page Element	Value or Status
Deposit Unit	00495
Payment ID	CHECK05(XXX)

ART47

2. On the Worksheet Application page, select item ID (XXX)1834.
3. Click the Refresh button to view the remaining balance.
4. Click the Add with Detail button to insert a new row.
5. Complete the Detail View page to place the remainder on account.
6. Save the worksheet.
7. On the Worksheet Action page, select the Posting Action, Batch Standard, and click OK.

This concludes the activity. Do not continue.

Applying Underpayments

When a payment does not completely pay off (or "close") an item, you have a number of options for handling the remaining shortage. You can partially pay the item or create a new debit item, using one of the following actions:

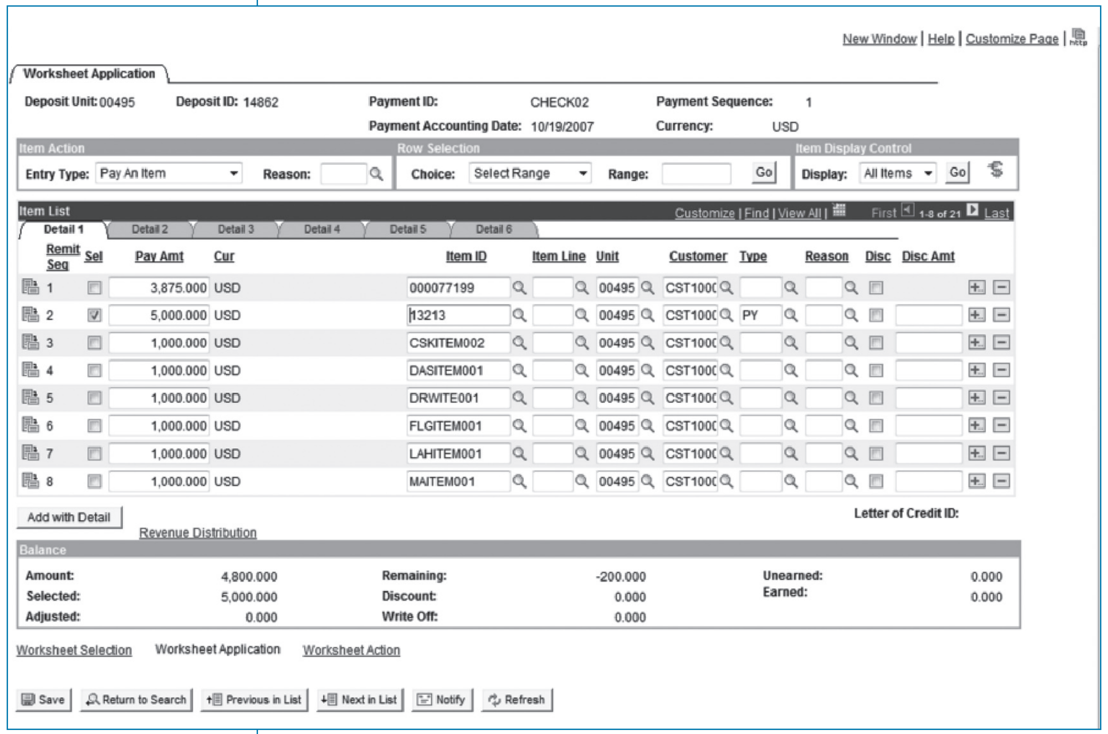
- Adjustment
- Deduction
- Partially apply payment
- Write off underpayment

How to Get There

Use this page to select open items for payment application, create new items and perform write-offs.

Navigation

Click the Build button on the Worksheet Selection page.



ARSC35 Worksheet Application page

Exclusively for use by the State of Indiana
Issue Date: 10/12/2007

ENCOMPASS | Accounts Receivable

Guided Activity | Applying a Partial Payment for a Underpayment

In this activity, you will review the activity overview and:

1. Apply a partial payment to an existing item.
2. Create a deduction for the remaining amount.
3. Run the Receivables Update Process.

Activity Overview

In this activity, you will be creating worksheets to deal with an underpayment.

Create a New Item for the Remaining Balance

You have received a payment from AM General LLC in the amount of 4,500.00 USD. The payment ID is CHECK03(XXX). The remittance form attached to the check indicates that the payment is to be applied to item (XXX)1833. When you review the customer's open invoices, you discover that the customer has underpaid by 500.00 USD. You want to apply the payment to the open item as a partial payment, maintaining the original item's number with the remaining amount.

Run the Receivable Update Process

The final portion of this activity is to run the Receivable Update process to create the accounting entries and update your customer's balances. Use the previously established run control ID: POSTING.

ENTAP Training

Creating a New Item for the Remaining Balance

In this activity, you will be creating worksheets to deal with an underpayment.

Building the Worksheet

1. Select Accounts Receivable, Payments, Apply Payments, Create Worksheet.

2. Enter the following information:

Page Element	Value or Status
Deposit Unit	00495
Payment ID	CHECK03(XXX)

ART48

3. On the Worksheet Selection page, select the following:

Page Element	Value or Status
Customer ID	CST100000009
Business Unit	00495

ART49

4. Click the Build button.

Defining the Worksheet:

5. On the Worksheet Application page, select item ID (XXX)1833.

6. Highlight the Pay Amt and enter the payment amount of 4;500.00.

7. Click the Refresh button to view the newly created line.

8. Verify that the new line has the same item ID as the original item.

9. Once the balance is zero, save the page.

Posting the Worksheet

10. Navigate to the Worksheet Action page.

11. Select the Batch Standard Posting Action and click the OK button.

Running the Receivable Update Process

This section discusses how to run the Receivable Update process.

1. Verify that the process parameters match the following:

Page Element	Value or Status
Run Control ID	POSTING
Unit	00495
Process Frequency	Always
Accounting Date From:	January 1, 2000
Accounting Date To:	End of Current Month

ART50

2. Click the Run button to initiate the process.

3. Accept the defaults on the Process Scheduler Request page and click OK.

This concludes the activity. Do not continue.

Performing Payment Inquiries

To view the status of your payment groups, use the Payments Set To Post page.

You can use view payments that are not yet posted, but have been set to Post Now or Post Later.

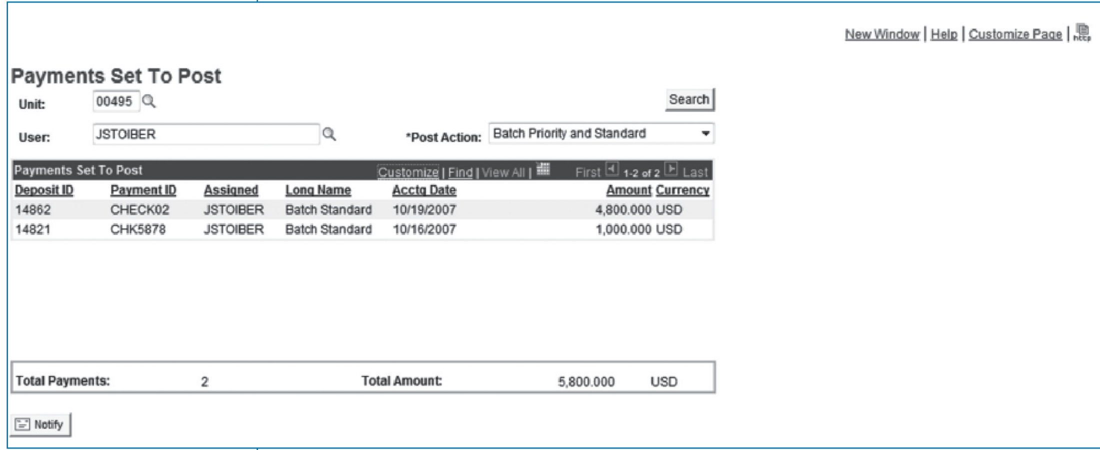
The page lists payments that will be posted the next time the Receivable Update process is run.

How to Get There

Use this page to view the status of payment groups that are set to post:

Navigation

Accounts Receivable >> Payments >> Review Payments >> Payments Set to Post



ARSC36 Payments Set to Post page

Exclusively for use by the State of Indiana
Issue Date: 10/12/2007

ENCOMPASS | Accounts Receivable

Performing Payment Inquiries

The Receivable Update process creates your accounting entries (if you have not already done so online) and updates your customer balances.

You ran the process after entering your item groups, and you must run it after payment application.

The same process is responsible for posting items or payment transactions.

Use the Item Activity page to determine if a payment has been applied to an item.

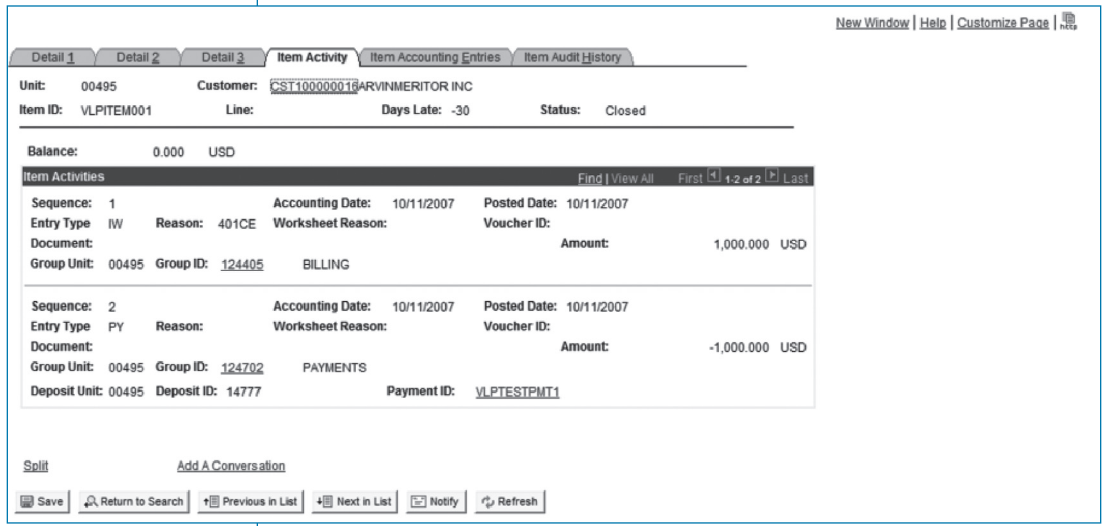
It can also be used to determine if there is any additional activity posted against the original transaction.

How to Get There

Use this page to determine if a payment has been applied to an item:

Navigation

Accounts Receivable >> Customer Accounts >> Item Information >> View/Update Item Details >> Item Activity



ARSC37 Item Activity page

ENTAP Training

Where do you look if a customer calls and asks which items were applied to a certain check number?

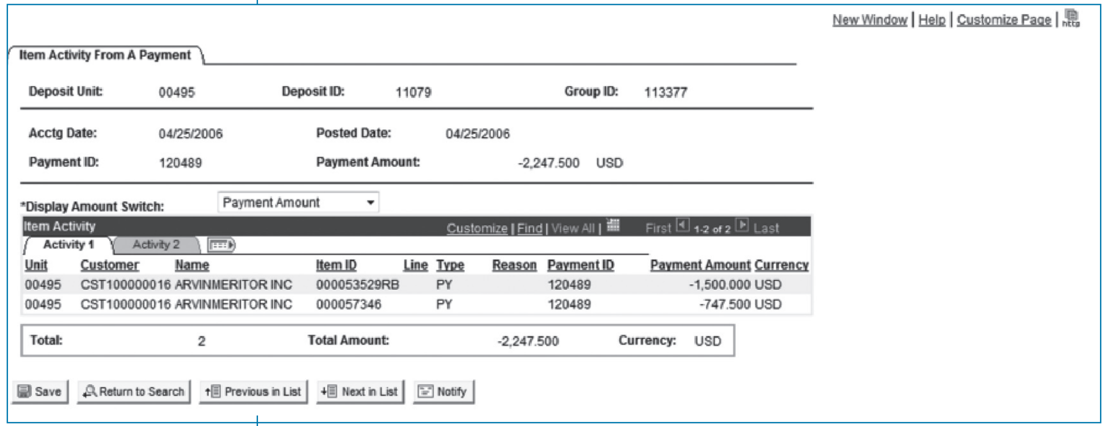
The Item Activity from a Payment page provides the audit trail to answer these types of questions.

How to Get There

Use this page to review all items that were paid by a single payment after the Receivable Update process has been run. Once it is posted, you can no longer access these details using the payment worksheet page.

Navigation

Accounts Receivable >> Customer Accounts >> Item Information >> Item Activity From a Payment



ARSC38 Item Activity from a Payment

ENCOMPASS | Accounts Receivable

Chapter Review

In this chapter you learned that:

- You will use Payment Worksheets for all Payments that need to be matched to customer items.
- The available actions for overpayments are: prepay, adjustment, on account, write off, and pay multiple items with partial pay for the remainder of the overpayment.
- The available actions for underpayments are: deduction, Write off, adjustment.
- You can also create a partial payment by using the payment action and overriding the item amount. PeopleSoft will create a new item with the identical Item ID as the original with the Remaining amount as the Item amount.